Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929208193	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929208193			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		28 Jul, 2025 05:19:15 PM	28 Jul, 2025 05:22:37 PM	25 Jul, 2025 09:05:16 PM	0:07:02	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929360952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:44:39 PM	28 Jul, 2025 05:26:15 PM	28 Jul, 2025 03:58:49 PM	0:12:06	95	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929108306	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	[redacted]	28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929108306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:50:21 PM	28 Jul, 2025 05:26:38 PM	25 Jul, 2025 02:53:54 PM	0:08:55	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929301232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:25:52 PM	28 Jul, 2025 05:33:14 PM	28 Jul, 2025 01:29:19 PM	0:11:08	100	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929303223	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929303223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:36:39 PM	28 Jul, 2025 05:39:19 PM	28 Jul, 2025 01:30:30 PM	0:12:34	95	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929353442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:44:51 PM	28 Jul, 2025 05:54:47 PM	28 Jul, 2025 03:32:50 PM	0:10:57	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
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677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
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677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929143426			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:33:15 PM	28 Jul, 2025 05:56:24 PM	25 Jul, 2025 05:08:51 PM	0:14:14	100	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929150296	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929150296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:03:23 PM	28 Jul, 2025 06:07:51 PM	25 Jul, 2025 05:36:49 PM	0:12:41	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
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677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929076497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:09:54 PM	28 Jul, 2025 06:24:16 PM	25 Jul, 2025 12:48:38 PM	0:15:00	95	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External

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
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677929378652		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:07:04 PM	28 Jul, 2025 06:24:32 PM	28 Jul, 2025 04:47:17 PM	0:10:56	90	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928919484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:27:40 PM	28 Jul, 2025 06:32:09 PM	24 Jul, 2025 01:03:24 PM	0:05:04	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type				28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External
677928648132		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:40:13 PM	28 Jul, 2025 06:43:20 PM	22 Jul, 2025 04:57:45 PM	0:04:27	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863103337	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
676863103337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:50:22 PM	28 Jul, 2025 06:54:43 PM	17 Jul, 2025 07:53:38 PM	0:04:16	95	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929343701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:10:59 PM	28 Jul, 2025 07:12:39 PM	28 Jul, 2025 03:03:34 PM	0:17:42	100	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929291566	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929291566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:03:15 PM	28 Jul, 2025 07:20:01 PM	28 Jul, 2025 12:36:08 PM	0:09:09	65	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929364968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:50:25 PM	28 Jul, 2025 07:22:15 PM	28 Jul, 2025 04:03:54 PM	0:11:57	80	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External

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
677929194207	[redacted]	[redacted]	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929194207			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:15:31 PM	28 Jul, 2025 07:26:54 PM	25 Jul, 2025 08:11:36 PM	0:14:10	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929304055			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 06:30:28 PM	28 Jul, 2025 07:27:07 PM	28 Jul, 2025 01:46:53 PM	0:15:05	95	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929203253	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929203253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:52:22 PM	28 Jul, 2025 07:53:39 PM	25 Jul, 2025 09:18:19 PM	0:08:55	100	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929379784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:30:02 PM	28 Jul, 2025 07:59:01 PM	28 Jul, 2025 04:53:39 PM	0:18:11	75	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External
677929182481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 07:32:33 PM	28 Jul, 2025 08:06:02 PM	25 Jul, 2025 07:33:07 PM	0:19:15	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929436175	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
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677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929436175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 08:00:55 PM	28 Jul, 2025 08:07:25 PM	28 Jul, 2025 07:40:42 PM	0:11:09	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
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677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
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677929188465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 08:00:35 PM	28 Jul, 2025 08:14:47 PM	25 Jul, 2025 07:57:52 PM	0:12:34	85	External
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677929360807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External

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
677929360807	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
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677929360807		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 08:12:12 PM	28 Jul, 2025 08:17:31 PM	28 Jul, 2025 03:51:53 PM	0:10:18	100	External
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677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
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677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
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677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
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677929402485		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 08:03:23 PM	28 Jul, 2025 08:22:55 PM	28 Jul, 2025 05:55:27 PM	0:10:05	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
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677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929438984	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929438984			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 08:22:58 PM	28 Jul, 2025 08:29:55 PM	28 Jul, 2025 07:45:25 PM	0:11:52	100	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929326111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 08:56:51 PM	28 Jul, 2025 09:00:53 PM	28 Jul, 2025 02:20:02 PM	0:14:56	85	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929214578	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929214578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 08:53:25 PM	28 Jul, 2025 09:00:56 PM	25 Jul, 2025 09:34:37 PM	0:09:01	75	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929289769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 08:58:51 PM	28 Jul, 2025 09:06:18 PM	28 Jul, 2025 12:25:35 PM	0:17:25	90	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929418190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 09:34:19 PM	28 Jul, 2025 09:50:10 PM	28 Jul, 2025 06:43:53 PM	0:12:34	100	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929194259	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929194259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 09:48:08 PM	28 Jul, 2025 09:50:29 PM	25 Jul, 2025 08:17:13 PM	0:16:21	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929035713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 10:28:38 PM	28 Jul, 2025 10:36:01 PM	24 Jul, 2025 08:28:28 PM	0:16:34	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929083809	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677929083809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:10:24 PM	28 Jul, 2025 11:24:12 PM	25 Jul, 2025 01:29:21 PM	0:16:10	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677928682143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:01:20 AM	29 Jul, 2025 01:16:51 AM	22 Jul, 2025 06:54:17 PM	0:13:40	95	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External
677929383674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:34:17 AM	29 Jul, 2025 01:43:01 AM	28 Jul, 2025 05:40:01 PM	0:11:39	100	External

Master Contact		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
677929413113	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929413113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:46:35 AM	29 Jul, 2025 02:06:43 AM	28 Jul, 2025 06:27:36 PM	0:15:14	90	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929396259		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:25:36 AM	29 Jul, 2025 10:29:53 AM	28 Jul, 2025 05:38:56 PM	0:14:18	100	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929315364	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929315364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:26:23 AM	29 Jul, 2025 10:34:16 AM	28 Jul, 2025 01:52:28 PM	0:07:34	90	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929351084			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:49:40 AM	29 Jul, 2025 11:07:46 AM	28 Jul, 2025 03:24:26 PM	0:11:39	100	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External

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
677929392881	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929392881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Jul, 2025 10:42:10 AM	29 Jul, 2025 11:09:53 AM	28 Jul, 2025 05:25:41 PM	0:09:53	95	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929182302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Jul, 2025 11:25:29 AM	29 Jul, 2025 11:55:42 AM	25 Jul, 2025 07:34:45 PM	0:19:54	90	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929312866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 11:52:03 AM	29 Jul, 2025 12:02:44 PM	28 Jul, 2025 01:46:26 PM	0:18:56	95	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929425909			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:01:55 PM	29 Jul, 2025 12:22:11 PM	28 Jul, 2025 07:14:59 PM	0:10:41	85	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677929341688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:19:17 PM	29 Jul, 2025 12:51:47 PM	28 Jul, 2025 03:01:07 PM	0:10:31	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677928753624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:55:40 PM	29 Jul, 2025 12:57:40 PM	23 Jul, 2025 01:04:52 PM	0:11:53	100	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929467335			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:57:16 PM	29 Jul, 2025 01:00:45 PM	28 Jul, 2025 09:16:23 PM	0:13:15	95	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External

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
677929325656	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929325656			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:44:41 PM	29 Jul, 2025 01:01:29 PM	28 Jul, 2025 02:13:49 PM	0:12:23	80	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929405651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 12:27:43 PM	29 Jul, 2025 01:05:25 PM	28 Jul, 2025 06:09:32 PM	0:18:11	45	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External

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
677929474422	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677929474422			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	29 Jul, 2025 12:55:21 PM	29 Jul, 2025 01:08:53 PM	28 Jul, 2025 09:49:18 PM	0:09:18	100	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677928827092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Jul, 2025 01:02:47 PM	29 Jul, 2025 01:08:59 PM	23 Jul, 2025 05:25:55 PM	0:16:32	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External
677929346981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Jul, 2025 01:02:13 PM	29 Jul, 2025 01:15:41 PM	28 Jul, 2025 03:12:29 PM	0:14:06	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929354556			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		29 Jul, 2025 01:11:05 PM	29 Jul, 2025 01:20:48 PM	28 Jul, 2025 04:08:59 PM	0:09:45	100	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929501309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:19:39 PM	29 Jul, 2025 01:21:06 PM	29 Jul, 2025 12:48:51 PM	0:10:52	95	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929202363	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929202363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:03:14 PM	29 Jul, 2025 01:25:08 PM	25 Jul, 2025 08:46:03 PM	0:13:12	70	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929466885			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:33:36 PM	29 Jul, 2025 01:36:19 PM	28 Jul, 2025 09:16:07 PM	0:10:55	90	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929495235			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External

Master Contact	Agent Name	Team	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
677929495235	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:43:57 PM	29 Jul, 2025 01:46:27 PM	29 Jul, 2025 12:14:08 PM	0:10:39	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929331668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:50:14 PM	29 Jul, 2025 01:58:59 PM	28 Jul, 2025 02:31:44 PM	0:10:56	85	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
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677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
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677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929435732			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 01:15:15 PM	29 Jul, 2025 02:10:09 PM	28 Jul, 2025 07:33:57 PM	0:09:00	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External

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
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677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929153464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:00:01 PM	29 Jul, 2025 02:13:03 PM	25 Jul, 2025 05:49:14 PM	0:19:36	95	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929453164		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:19:58 PM	29 Jul, 2025 02:27:53 PM	28 Jul, 2025 08:29:04 PM	0:12:04	100	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929507756	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929507756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:21:21 PM	29 Jul, 2025 02:41:14 PM	29 Jul, 2025 01:13:38 PM	0:19:33	95	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:				29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929426978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:38:45 PM	29 Jul, 2025 02:43:22 PM	28 Jul, 2025 07:09:17 PM	0:09:02	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929413660	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929413660			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:37:25 PM	29 Jul, 2025 02:46:05 PM	28 Jul, 2025 06:29:18 PM	0:13:18	100	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929408713			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 02:48:11 PM	29 Jul, 2025 03:04:48 PM	28 Jul, 2025 06:15:34 PM	0:21:02	95	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929439847			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 03:30:55 PM	29 Jul, 2025 03:49:11 PM	28 Jul, 2025 08:22:04 PM	0:15:30	100	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929531032	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677929531032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 03:42:41 PM	29 Jul, 2025 03:52:27 PM	29 Jul, 2025 02:30:28 PM	0:08:48	85	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677928826197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 03:55:11 PM	29 Jul, 2025 04:05:39 PM	23 Jul, 2025 05:18:13 PM	0:10:43	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929335129		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 03:57:47 PM	29 Jul, 2025 04:10:11 PM	28 Jul, 2025 02:41:44 PM	0:15:00	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929544808		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		29 Jul, 2025 04:17:06 PM	29 Jul, 2025 04:23:52 PM	29 Jul, 2025 03:30:16 PM	0:08:39	100	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929517437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 04:14:55 PM	29 Jul, 2025 04:28:29 PM	29 Jul, 2025 01:48:18 PM	0:11:12	85	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External

REDACTED

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
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929505665		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		29 Jul, 2025 04:03:22 PM	29 Jul, 2025 04:44:51 PM	29 Jul, 2025 01:07:51 PM	0:11:37	100	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929475789		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 05:04:12 PM	29 Jul, 2025 05:05:48 PM	28 Jul, 2025 09:56:36 PM	0:14:56	95	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External

Master Contact	Agent Name	Team	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
677929338299	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929338299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 05:40:08 PM	29 Jul, 2025 05:52:21 PM	28 Jul, 2025 02:53:11 PM	0:12:41	70	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929544117			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 05:52:27 PM	29 Jul, 2025 06:01:54 PM	29 Jul, 2025 03:11:08 PM	0:09:12	100	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929458440			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 06:17:50 PM	29 Jul, 2025 06:19:48 PM	28 Jul, 2025 08:45:28 PM	0:15:59	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929473697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 06:18:43 PM	29 Jul, 2025 06:30:14 PM	28 Jul, 2025 09:44:20 PM	0:10:52	90	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
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677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929552002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 06:22:09 PM	29 Jul, 2025 06:51:14 PM	29 Jul, 2025 03:34:52 PM	0:09:09	100	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External

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
677929592523	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929592523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 06:33:34 PM	29 Jul, 2025 07:05:09 PM	29 Jul, 2025 05:57:14 PM	0:13:27	85	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929559460			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 06:59:54 PM	29 Jul, 2025 07:10:30 PM	29 Jul, 2025 04:21:34 PM	0:08:56	90	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External

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
677929297359	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929297359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 07:08:32 PM	29 Jul, 2025 07:35:33 PM	28 Jul, 2025 01:25:25 PM	0:12:25	95	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929508171			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 07:39:14 PM	29 Jul, 2025 07:43:19 PM	29 Jul, 2025 01:34:24 PM	0:15:05	90	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929412351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 07:32:39 PM	29 Jul, 2025 07:48:02 PM	28 Jul, 2025 06:27:16 PM	0:09:14	100	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929559206	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677929559206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 07:38:22 PM	29 Jul, 2025 07:54:26 PM	29 Jul, 2025 04:04:59 PM	0:10:53	95	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677928571978			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 08:03:47 PM	29 Jul, 2025 08:05:58 PM	22 Jul, 2025 12:27:34 PM	0:08:45	100	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929473771	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929473771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 07:58:21 PM	29 Jul, 2025 08:10:01 PM	28 Jul, 2025 09:48:37 PM	0:10:44	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
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677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
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677929507485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:06:18 PM	29 Jul, 2025 08:12:04 PM	29 Jul, 2025 01:12:02 PM	0:13:40	80	External
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677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
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677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
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677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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677929612493		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929612493		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 08:20:58 PM	29 Jul, 2025 08:24:37 PM	29 Jul, 2025 07:04:29 PM	0:12:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
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677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
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677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
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677929566324		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:36:44 PM	29 Jul, 2025 08:43:41 PM	29 Jul, 2025 04:24:37 PM	0:11:50	95	External
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677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
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677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
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677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
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677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929618529		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 08:11:23 PM	29 Jul, 2025 08:51:50 PM	29 Jul, 2025 07:23:41 PM	0:11:05	75	External
677929525863		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
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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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677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
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677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929525863			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 08:51:58 PM	29 Jul, 2025 08:59:38 PM	29 Jul, 2025 02:15:50 PM	0:13:21	85	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
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677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929629924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 08:53:23 PM	29 Jul, 2025 09:04:16 PM	29 Jul, 2025 08:31:35 PM	0:11:16	100	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929464286	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
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677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929464286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:06:16 PM	29 Jul, 2025 09:16:11 PM	28 Jul, 2025 09:06:10 PM	0:09:44	95	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
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677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929569627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:17:33 PM	29 Jul, 2025 09:21:55 PM	29 Jul, 2025 04:35:42 PM	0:18:31	100	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
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677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
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677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929625745	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929625745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:20:47 PM	29 Jul, 2025 09:26:45 PM	29 Jul, 2025 07:49:07 PM	0:17:41	85	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929628433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:28:04 PM	29 Jul, 2025 09:40:48 PM	29 Jul, 2025 08:28:20 PM	0:11:02	60	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929460163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:38:10 PM	29 Jul, 2025 09:42:38 PM	28 Jul, 2025 08:52:11 PM	0:12:43	85	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929621926	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929621926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:41:28 PM	29 Jul, 2025 09:48:27 PM	29 Jul, 2025 07:35:01 PM	0:10:00	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929544557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 09:45:27 PM	29 Jul, 2025 09:48:36 PM	29 Jul, 2025 03:14:10 PM	0:10:27	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External

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
677929620476	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929620476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:25:41 PM	29 Jul, 2025 10:31:12 PM	29 Jul, 2025 07:36:39 PM	0:15:23	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929558426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:36:05 PM	29 Jul, 2025 10:37:55 PM	29 Jul, 2025 04:02:23 PM	0:12:28	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External
677929551335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 10:59:58 PM	29 Jul, 2025 11:03:06 PM	29 Jul, 2025 03:33:42 PM	0:14:22	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929325558	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929325558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jul, 2025 11:41:08 PM	29 Jul, 2025 11:44:15 PM	28 Jul, 2025 02:18:04 PM	0:09:40	100	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929531869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:18:42 AM	30 Jul, 2025 12:25:02 AM	29 Jul, 2025 02:34:59 PM	0:13:37	85	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929091076	[redacted]	[redacted]	CTE_Credit	[redacted]	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929091076			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 01:05:10 AM	30 Jul, 2025 01:08:20 AM	25 Jul, 2025 01:54:24 PM	0:15:08	95	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929554505			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 10:28:26 AM	30 Jul, 2025 10:31:24 AM	29 Jul, 2025 03:43:55 PM	0:08:57	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External

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
677929610620	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929610620			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:27:25 AM	30 Jul, 2025 11:28:45 AM	29 Jul, 2025 07:26:49 PM	0:09:46	100	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929499293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:49:38 AM	30 Jul, 2025 11:51:28 AM	29 Jul, 2025 12:50:01 PM	0:17:36	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929345981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:41:48 AM	30 Jul, 2025 11:53:37 AM	28 Jul, 2025 03:12:39 PM	0:10:49	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929527064	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929527064			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:13:09 AM	30 Jul, 2025 11:57:43 AM	29 Jul, 2025 02:32:38 PM	0:20:00	90	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	ye		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External
677929509717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 10:46:16 AM	30 Jul, 2025 12:01:33 PM	29 Jul, 2025 01:25:18 PM	0:08:49	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929606642	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929606642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:50:00 AM	30 Jul, 2025 12:10:11 PM	29 Jul, 2025 06:40:02 PM	0:10:12	100	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929597784			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:10:46 PM	30 Jul, 2025 12:25:30 PM	29 Jul, 2025 06:11:14 PM	0:10:51	90	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929558703	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929558703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:07:14 PM	30 Jul, 2025 12:29:40 PM	29 Jul, 2025 03:57:57 PM	0:11:29	75	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929594357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:33:14 PM	30 Jul, 2025 12:37:00 PM	29 Jul, 2025 06:02:10 PM	0:13:33	90	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929627926	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929627926			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Jul, 2025 12:45:26 PM	30 Jul, 2025 12:53:57 PM	29 Jul, 2025 08:24:09 PM	0:08:20	85	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929659437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:50:53 PM	30 Jul, 2025 12:59:45 PM	29 Jul, 2025 09:56:39 PM	0:11:46	100	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929682617			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Jul, 2025 01:02:25 PM	30 Jul, 2025 01:07:36 PM	30 Jul, 2025 12:24:55 PM	0:09:11	90	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929604720	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929604720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 12:54:46 PM	30 Jul, 2025 01:13:41 PM	29 Jul, 2025 06:38:30 PM	0:09:47	80	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929501690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 01:31:41 PM	30 Jul, 2025 01:41:35 PM	29 Jul, 2025 01:06:40 PM	0:18:36	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929597178	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929597178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 01:32:59 PM	30 Jul, 2025 01:42:43 PM	29 Jul, 2025 06:50:09 PM	0:10:44	100	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929595710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 01:07:18 PM	30 Jul, 2025 01:50:25 PM	29 Jul, 2025 06:36:54 PM	0:12:27	95	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929681447			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Jul, 2025 01:46:50 PM	30 Jul, 2025 02:00:13 PM	30 Jul, 2025 12:20:17 PM	0:10:47	90	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External

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
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929688217		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 02:10:13 PM	30 Jul, 2025 02:16:19 PM	30 Jul, 2025 12:55:36 PM	0:11:18	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929498773		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Jul, 2025 02:08:03 PM	30 Jul, 2025 02:18:00 PM	29 Jul, 2025 12:32:16 PM	0:13:40	100	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929082484		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 01:07:57 PM	30 Jul, 2025 02:19:02 PM	25 Jul, 2025 01:23:32 PM	0:41:41	90	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External

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
677929679550	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929679550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jul, 2025 02:20:59 PM	30 Jul, 2025 02:22:26 PM	30 Jul, 2025 12:08:23 PM	0:02:24	95	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929652747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jul, 2025 02:10:21 PM	30 Jul, 2025 02:27:16 PM	29 Jul, 2025 09:26:29 PM	0:10:10	70	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929653381	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929653381			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 02:26:06 PM	30 Jul, 2025 02:36:31 PM	29 Jul, 2025 09:56:12 PM	0:11:33	100	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929656127			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Jul, 2025 02:32:59 PM	30 Jul, 2025 02:55:05 PM	29 Jul, 2025 09:57:13 PM	0:08:46	90	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929658749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 03:40:15 PM	30 Jul, 2025 03:56:27 PM	29 Jul, 2025 09:54:01 PM	0:09:01	95	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External

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
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929719030		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 04:18:25 PM	30 Jul, 2025 04:20:20 PM	30 Jul, 2025 02:42:23 PM	0:12:11	100	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929502560		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 04:21:29 PM	30 Jul, 2025 04:30:33 PM	29 Jul, 2025 12:52:52 PM	0:09:21	90	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929702007	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929702007			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 04:32:32 PM	30 Jul, 2025 04:54:15 PM	30 Jul, 2025 01:44:59 PM	0:08:56	80	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929508584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 04:45:00 PM	30 Jul, 2025 04:58:11 PM	29 Jul, 2025 01:20:13 PM	0:07:48	90	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929291210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 02:28:53 PM	30 Jul, 2025 05:05:44 PM	28 Jul, 2025 12:41:40 PM	0:34:43	100	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929715031	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e ent t	30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929715031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 05:07:45 PM	30 Jul, 2025 05:26:15 PM	30 Jul, 2025 02:25:14 PM	0:11:07	80	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	past	30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929607531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 05:14:27 PM	30 Jul, 2025 05:26:21 PM	29 Jul, 2025 06:49:47 PM	0:10:35	95	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929713479	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929713479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 04:47:07 PM	30 Jul, 2025 05:26:54 PM	30 Jul, 2025 02:22:25 PM	0:14:57	90	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929683527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 06:47:06 PM	30 Jul, 2025 06:48:51 PM	30 Jul, 2025 12:33:03 PM	0:12:56	95	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929756077	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929756077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 06:10:29 PM	30 Jul, 2025 06:59:33 PM	30 Jul, 2025 04:44:01 PM	0:12:47	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929752442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 07:03:45 PM	30 Jul, 2025 07:16:55 PM	30 Jul, 2025 04:29:01 PM	0:13:21	100	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	we	30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929766778	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929766778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 07:03:44 PM	30 Jul, 2025 07:33:29 PM	30 Jul, 2025 05:16:50 PM	0:12:57	65	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929734911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:36:42 PM	30 Jul, 2025 03:33:06 PM	0:11:20	85	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929622697		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea			30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno			30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929622697		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea			30 Jul, 2025 07:35:15 PM	30 Jul, 2025 07:39:10 PM	29 Jul, 2025 07:39:50 PM	0:12:57	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929691493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea			30 Jul, 2025 07:14:19 PM	30 Jul, 2025 07:44:46 PM	30 Jul, 2025 01:19:24 PM	0:14:03	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929696432		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea			30 Jul, 2025 07:49:11 PM	30 Jul, 2025 07:50:35 PM	30 Jul, 2025 01:29:56 PM	0:07:40	100	External
677929727142		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno			30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno			30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea			30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno			30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929727142	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929727142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 07:30:01 PM	30 Jul, 2025 07:57:14 PM	30 Jul, 2025 03:08:17 PM	0:16:45	95	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929364602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 08:48:30 PM	30 Jul, 2025 08:54:01 PM	28 Jul, 2025 04:03:03 PM	0:10:04	90	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929795854	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929795854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 09:37:56 PM	30 Jul, 2025 09:41:13 PM	30 Jul, 2025 06:58:31 PM	0:09:14	95	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929138501			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 09:53:34 PM	30 Jul, 2025 09:56:39 PM	25 Jul, 2025 04:51:43 PM	0:16:09	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929611583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929611583	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	30 Jul, 2025 10:37:18 PM	30 Jul, 2025 10:50:07 PM	29 Jul, 2025 06:59:20 PM	0:09:03	100	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929746455			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jul, 2025 11:44:39 PM	30 Jul, 2025 11:48:50 PM	30 Jul, 2025 04:08:22 PM	0:12:56	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929630860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 12:33:33 AM	31 Jul, 2025 12:39:46 AM	29 Jul, 2025 08:04:54 PM	0:12:49	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929522677	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929522677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 01:13:13 AM	31 Jul, 2025 01:19:35 AM	29 Jul, 2025 02:03:27 PM	0:12:26	95	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929596907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 02:08:33 AM	31 Jul, 2025 02:12:59 AM	29 Jul, 2025 06:09:00 PM	0:12:54	100	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External

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
677929709631	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929709631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 02:37:13 AM	31 Jul, 2025 02:49:52 AM	30 Jul, 2025 02:08:53 PM	0:14:55	85	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929329907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 03:47:55 AM	31 Jul, 2025 03:49:54 AM	28 Jul, 2025 02:30:53 PM	0:09:35	95	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929785486		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929785486		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 10:16:56 AM	31 Jul, 2025 10:23:43 AM	30 Jul, 2025 06:22:27 PM	0:08:36	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929802078		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 10:34:39 AM	31 Jul, 2025 10:35:17 AM	30 Jul, 2025 07:24:36 PM	0:12:13	100	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929691836		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 11:16:46 AM	31 Jul, 2025 11:23:48 AM	30 Jul, 2025 01:08:51 PM	0:07:39	95	External
677929500180		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929500180	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929500180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 11:29:07 AM	31 Jul, 2025 11:31:22 AM	29 Jul, 2025 12:39:29 PM	0:10:08	95	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929497805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 11:36:29 AM	31 Jul, 2025 11:45:09 AM	29 Jul, 2025 12:32:18 PM	0:06:40	90	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929745098	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929745098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 11:51:48 AM	31 Jul, 2025 11:55:30 AM	30 Jul, 2025 04:39:25 PM	0:08:06	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929301198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 12:19:46 PM	31 Jul, 2025 12:53:49 PM	28 Jul, 2025 01:19:57 PM	0:11:07	85	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929761624	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929761624			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 12:49:19 PM	31 Jul, 2025 01:11:53 PM	30 Jul, 2025 05:00:33 PM	0:13:10	90	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929689689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 01:06:55 PM	31 Jul, 2025 01:13:17 PM	30 Jul, 2025 12:58:41 PM	0:11:03	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929692205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 01:30:03 PM	31 Jul, 2025 01:35:15 PM	30 Jul, 2025 01:19:00 PM	0:09:26	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929807572	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929807572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 01:15:53 PM	31 Jul, 2025 01:36:49 PM	30 Jul, 2025 07:36:43 PM	0:12:12	95	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929831472			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Jul, 2025 01:45:22 PM	31 Jul, 2025 01:53:36 PM	30 Jul, 2025 09:28:08 PM	0:10:58	100	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929804425	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929804425			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 01:47:48 PM	31 Jul, 2025 02:22:55 PM	30 Jul, 2025 07:32:53 PM	0:12:31	95	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929696122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 02:09:15 PM	31 Jul, 2025 04:25:06 PM	30 Jul, 2025 01:29:22 PM	0:10:49	85	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External
677929750584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 04:57:08 PM	31 Jul, 2025 05:04:57 PM	30 Jul, 2025 04:22:35 PM	0:14:40	55	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929768334	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929768334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 05:13:45 PM	31 Jul, 2025 05:18:07 PM	30 Jul, 2025 05:25:47 PM	0:09:58	95	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929889624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 05:19:23 PM	31 Jul, 2025 05:28:59 PM	31 Jul, 2025 02:07:37 PM	0:16:16	100	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External

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
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929887962		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 05:27:34 PM	31 Jul, 2025 05:34:11 PM	31 Jul, 2025 02:02:55 PM	0:15:05	95	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929795578		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 02:00:44 PM	31 Jul, 2025 05:50:14 PM	30 Jul, 2025 06:58:02 PM	0:10:49	90	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929824444	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929824444			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 05:53:33 PM	31 Jul, 2025 06:02:18 PM	30 Jul, 2025 08:34:31 PM	0:11:02	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929889105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:15:04 PM	31 Jul, 2025 06:16:26 PM	31 Jul, 2025 02:04:53 PM	0:10:55	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929495684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:18:44 PM	31 Jul, 2025 06:25:03 PM	29 Jul, 2025 12:16:52 PM	0:10:02	100	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929730531	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929730531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:30:24 PM	31 Jul, 2025 06:31:37 PM	30 Jul, 2025 03:15:28 PM	0:11:12	95	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929843273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:42:19 PM	31 Jul, 2025 06:45:12 PM	30 Jul, 2025 10:03:00 PM	0:09:21	100	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929963520	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929963520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:37:25 PM	31 Jul, 2025 06:55:19 PM	31 Jul, 2025 06:14:45 PM	0:08:32	95	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929959584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:55:03 PM	31 Jul, 2025 07:02:32 PM	31 Jul, 2025 06:03:06 PM	0:12:00	100	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929956835	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929956835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 06:59:53 PM	31 Jul, 2025 07:03:35 PM	31 Jul, 2025 05:47:24 PM	0:11:51	80	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929864326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 07:18:54 PM	31 Jul, 2025 07:21:24 PM	31 Jul, 2025 12:29:59 PM	0:14:10	85	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External
677929114205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 07:42:24 PM	31 Jul, 2025 07:54:10 PM	25 Jul, 2025 03:16:23 PM	0:05:26	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929885802	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929885802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 07:58:56 PM	31 Jul, 2025 08:00:09 PM	31 Jul, 2025 01:56:33 PM	0:12:54	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929962808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Jul, 2025 08:01:50 PM	31 Jul, 2025 08:07:01 PM	31 Jul, 2025 06:08:02 PM	0:11:48	100	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929909545	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929909545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 08:09:43 PM	31 Jul, 2025 08:25:47 PM	31 Jul, 2025 03:09:51 PM	0:12:04	85	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929777267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 08:16:25 PM	31 Jul, 2025 08:30:47 PM	30 Jul, 2025 05:57:05 PM	0:12:06	100	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929861338	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929861338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 08:21:30 PM	31 Jul, 2025 08:33:18 PM	31 Jul, 2025 12:14:07 PM	0:21:57	95	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929966506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 08:35:55 PM	31 Jul, 2025 08:42:44 PM	31 Jul, 2025 06:23:04 PM	0:09:05	100	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929885067			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Jul, 2025 09:03:19 PM	31 Jul, 2025 09:05:45 PM	31 Jul, 2025 03:00:44 PM	0:15:34	90	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929873755	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929873755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 09:21:09 PM	31 Jul, 2025 09:29:23 PM	31 Jul, 2025 01:29:04 PM	0:11:52	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929925991			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Jul, 2025 09:30:29 PM	31 Jul, 2025 09:31:09 PM	31 Jul, 2025 04:58:52 PM	0:16:17	100	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929939821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 09:34:06 PM	31 Jul, 2025 09:40:06 PM	31 Jul, 2025 04:56:15 PM	0:11:22	95	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929931847	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677929931847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 09:35:59 PM	31 Jul, 2025 09:45:36 PM	31 Jul, 2025 04:26:45 PM	0:18:42	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677930021686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Jul, 2025 09:52:38 PM	31 Jul, 2025 10:00:30 PM	31 Jul, 2025 09:36:00 PM	0:14:38	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929882892			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Aug, 2025 12:04:56 AM	01 Aug, 2025 12:08:51 AM	31 Jul, 2025 01:55:09 PM	0:06:32	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677929617311			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Aug, 2025 01:07:02 AM	01 Aug, 2025 01:07:49 AM	29 Jul, 2025 08:07:01 PM	0:12:13	100	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930055543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 12:38:45 PM	01 Aug, 2025 12:39:44 PM	01 Aug, 2025 12:07:52 PM	0:10:56	95	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930057130	[redacted]	[redacted]	CTE_Credit	[redacted]	orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930057130			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 12:41:12 PM	01 Aug, 2025 12:51:22 PM	01 Aug, 2025 12:13:40 PM	0:09:35	100	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930055166			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 01:03:42 PM	01 Aug, 2025 01:14:12 PM	01 Aug, 2025 12:02:37 PM	0:10:39	95	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930060369			CTE_Res_Payment		orica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Aug, 2025 01:16:48 PM	01 Aug, 2025 01:23:34 PM	01 Aug, 2025 12:31:27 PM	0:10:07	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930056588	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930056588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 01:35:12 PM	01 Aug, 2025 01:38:02 PM	01 Aug, 2025 12:10:04 PM	0:08:29	100	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930074282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 01:53:32 PM	01 Aug, 2025 01:58:39 PM	01 Aug, 2025 01:30:48 PM	0:11:29	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930055644			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 01:59:12 PM	01 Aug, 2025 02:00:26 PM	01 Aug, 2025 12:07:18 PM	0:12:53	95	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930076338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 02:25:55 PM	01 Aug, 2025 02:38:22 PM	01 Aug, 2025 01:32:56 PM	0:11:11	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
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677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930077155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 02:40:12 PM	01 Aug, 2025 02:45:05 PM	01 Aug, 2025 01:37:43 PM	0:17:52	85	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930060853	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			[redacted]	01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
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677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930060853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 02:42:12 PM	01 Aug, 2025 02:46:28 PM	01 Aug, 2025 12:35:19 PM	0:19:59	100	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
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677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
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677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
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677930092814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 02:51:30 PM	01 Aug, 2025 03:01:12 PM	01 Aug, 2025 02:21:40 PM	0:10:24	95	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
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677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930071215	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930071215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 03:18:30 PM	01 Aug, 2025 03:24:18 PM	01 Aug, 2025 01:23:52 PM	0:09:29	80	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
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677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
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677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930085949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 03:21:19 PM	01 Aug, 2025 03:28:01 PM	01 Aug, 2025 01:57:10 PM	0:18:41	90	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
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677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
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677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
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677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930104979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External

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
677930104979	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	01 Aug, 2025 03:41:45 PM	01 Aug, 2025 03:44:58 PM	01 Aug, 2025 02:50:53 PM	0:12:13	100	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930068899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 03:55:01 PM	01 Aug, 2025 04:06:38 PM	01 Aug, 2025 01:08:15 PM	0:11:09	85	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
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677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930072840			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 04:01:51 PM	01 Aug, 2025 04:18:52 PM	01 Aug, 2025 01:30:30 PM	0:09:44	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External

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
677930078475	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
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677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930078475			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Aug, 2025 05:04:59 PM	01 Aug, 2025 05:24:09 PM	01 Aug, 2025 01:36:01 PM	0:10:49	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930132605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Aug, 2025 05:57:49 PM	01 Aug, 2025 06:05:37 PM	01 Aug, 2025 04:16:57 PM	0:09:34	95	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930148311	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
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677930148311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 05:37:39 PM	01 Aug, 2025 06:08:43 PM	01 Aug, 2025 05:00:29 PM	0:10:19	90	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930130067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 06:06:49 PM	01 Aug, 2025 06:18:45 PM	01 Aug, 2025 04:06:18 PM	0:06:26	60	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External

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
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677930138940		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 06:18:32 PM	01 Aug, 2025 06:23:08 PM	01 Aug, 2025 04:35:52 PM	0:12:31	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
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677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677931021988		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 07:07:16 PM	01 Aug, 2025 07:11:20 PM	01 Aug, 2025 03:42:59 PM	0:10:04	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930102109		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 07:13:51 PM	01 Aug, 2025 07:21:01 PM	01 Aug, 2025 02:43:24 PM	0:16:59	95	External
677930144851		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930144851	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930144851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 08:03:02 PM	01 Aug, 2025 08:10:16 PM	01 Aug, 2025 04:52:00 PM	0:12:16	80	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930082193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 08:42:23 PM	01 Aug, 2025 08:55:23 PM	01 Aug, 2025 01:47:13 PM	0:12:57	95	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930163801	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930163801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 09:33:50 PM	01 Aug, 2025 09:44:08 PM	01 Aug, 2025 05:52:11 PM	0:10:03	75	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930203797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 10:35:05 PM	01 Aug, 2025 10:38:43 PM	01 Aug, 2025 07:54:54 PM	0:09:19	100	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External

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
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930094541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 10:42:45 PM	01 Aug, 2025 10:46:21 PM	01 Aug, 2025 02:22:43 PM	0:11:53	90	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
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677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930150185		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 10:40:21 PM	01 Aug, 2025 10:49:36 PM	01 Aug, 2025 05:07:24 PM	0:12:46	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External
677930186299		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Aug, 2025 10:53:15 PM	01 Aug, 2025 10:57:10 PM	01 Aug, 2025 07:03:25 PM	0:09:35	100	External

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
677930232864	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930232864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 10:18:01 AM	04 Aug, 2025 10:23:57 AM	01 Aug, 2025 09:50:38 PM	0:11:36	100	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng 04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	a 04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930061206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 10:50:05 AM	04 Aug, 2025 11:00:56 AM	01 Aug, 2025 12:36:15 PM	0:12:52	90	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930106879	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930106879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 11:11:57 AM	04 Aug, 2025 11:21:33 AM	01 Aug, 2025 02:55:39 PM	0:09:18	100	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930110167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 11:55:35 AM	04 Aug, 2025 11:57:15 AM	01 Aug, 2025 03:09:39 PM	0:11:09	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930068751	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930068751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 12:16:44 PM	04 Aug, 2025 12:17:27 PM	01 Aug, 2025 01:21:32 PM	0:15:20	95	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930094871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Aug, 2025 12:16:31 PM	04 Aug, 2025 12:21:16 PM	01 Aug, 2025 02:44:15 PM	0:07:12	90	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930195708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 12:52:13 PM	04 Aug, 2025 12:57:39 PM	01 Aug, 2025 07:38:24 PM	0:17:45	80	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930308827	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930308827			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 12:51:20 PM	04 Aug, 2025 01:01:54 PM	04 Aug, 2025 12:16:23 PM	0:07:05	100	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930307742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 01:11:50 PM	04 Aug, 2025 01:20:37 PM	04 Aug, 2025 12:27:34 PM	0:14:46	95	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930122354			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Aug, 2025 01:10:57 PM	04 Aug, 2025 01:33:11 PM	01 Aug, 2025 04:11:51 PM	0:08:07	100	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External

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
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930058245		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Aug, 2025 01:51:20 PM	04 Aug, 2025 01:56:10 PM	01 Aug, 2025 12:21:12 PM	0:06:33	90	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930057919		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 01:58:19 PM	04 Aug, 2025 01:59:09 PM	01 Aug, 2025 12:21:20 PM	0:09:44	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External
677930308733		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 02:10:51 PM	04 Aug, 2025 02:11:17 PM	04 Aug, 2025 12:12:26 PM	0:08:18	100	External

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
677930307627	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930307627			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:			04 Aug, 2025 02:21:09 PM	04 Aug, 2025 02:27:10 PM	04 Aug, 2025 12:01:33 PM	0:16:05	100	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930168382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 02:30:34 PM	04 Aug, 2025 02:39:07 PM	01 Aug, 2025 06:11:09 PM	0:17:57	75	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930197271	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930197271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 03:02:59 PM	04 Aug, 2025 03:05:32 PM	01 Aug, 2025 07:36:47 PM	0:25:08	90	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930307574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 03:43:23 PM	04 Aug, 2025 03:46:58 PM	04 Aug, 2025 12:04:04 PM	0:09:49	100	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930313669	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930313669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 03:46:41 PM	04 Aug, 2025 04:01:46 PM	04 Aug, 2025 12:59:08 PM	0:07:04	95	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930328248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 04:14:28 PM	04 Aug, 2025 04:28:49 PM	04 Aug, 2025 01:44:20 PM	0:13:02	85	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
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677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
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677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External

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
677930307714	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
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677930307714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 04:25:10 PM	04 Aug, 2025 04:39:45 PM	04 Aug, 2025 12:18:16 PM	0:12:23	90	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
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677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
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677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930340836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 05:33:28 PM	04 Aug, 2025 05:41:21 PM	04 Aug, 2025 02:04:56 PM	0:11:23	80	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
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677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930338117			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 05:32:54 PM	04 Aug, 2025 05:46:42 PM	04 Aug, 2025 01:51:17 PM	0:11:12	95	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
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677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External

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
677930314051	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	re ner along Make iar	04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	nt is We	04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930314051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 05:30:20 PM	04 Aug, 2025 05:50:43 PM	04 Aug, 2025 01:02:49 PM	0:09:45	80	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930356286			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 05:47:26 PM	04 Aug, 2025 06:03:05 PM	04 Aug, 2025 02:33:08 PM	0:13:58	100	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930362142	[redacted]		CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	nt.	04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930362142			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Aug, 2025 05:56:45 PM	04 Aug, 2025 06:08:13 PM	04 Aug, 2025 03:26:34 PM	0:10:19	90	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930398086			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:03:52 PM	04 Aug, 2025 06:15:49 PM	04 Aug, 2025 04:23:51 PM	0:09:47	100	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930362246		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:25:00 PM	04 Aug, 2025 06:26:18 PM	04 Aug, 2025 02:54:23 PM	0:16:22	95	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930307467	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930307467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:30:23 PM	04 Aug, 2025 06:33:18 PM	04 Aug, 2025 12:34:45 PM	0:11:12	100	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930103900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:22:52 PM	04 Aug, 2025 06:33:44 PM	01 Aug, 2025 02:50:32 PM	0:11:52	60	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External

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
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930315119		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:34:06 PM	04 Aug, 2025 06:48:06 PM	04 Aug, 2025 12:33:13 PM	0:15:57	95	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930360754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 06:55:23 PM	04 Aug, 2025 07:05:08 PM	04 Aug, 2025 02:46:10 PM	0:13:22	70	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External

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
677930316974	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930316974			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 06:50:12 PM	04 Aug, 2025 07:06:47 PM	04 Aug, 2025 12:39:50 PM	0:14:21	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930117046			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 07:21:43 PM	04 Aug, 2025 07:32:20 PM	01 Aug, 2025 03:25:55 PM	0:10:22	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930388172			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 07:30:50 PM	04 Aug, 2025 07:32:28 PM	04 Aug, 2025 03:57:40 PM	0:09:12	95	External
677930151432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External

Master Conta	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930151432	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 07:34:35 PM	04 Aug, 2025 07:44:20 PM	01 Aug, 2025 05:11:58 PM	0:10:05	100	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930423212	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 07:27:49 PM	04 Aug, 2025 07:47:00 PM	04 Aug, 2025 05:36:14 PM	0:10:15	95	External
677930307638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930307638	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930307638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 07:53:39 PM	04 Aug, 2025 08:19:16 PM	04 Aug, 2025 12:04:24 PM	0:23:20	85	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930085299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Aug, 2025 08:52:13 PM	04 Aug, 2025 08:55:09 PM	01 Aug, 2025 02:01:21 PM	0:09:14	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930066469			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930066469	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	04 Aug, 2025 09:07:50 PM	04 Aug, 2025 09:09:06 PM	01 Aug, 2025 01:01:43 PM	0:06:51	95	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930062548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 09:36:31 PM	04 Aug, 2025 09:42:20 PM	01 Aug, 2025 12:40:45 PM	0:09:00	75	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930139355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Aug, 2025 10:08:51 PM	04 Aug, 2025 10:09:58 PM	01 Aug, 2025 04:33:35 PM	0:19:07	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930428488	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930428488			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Aug, 2025 11:46:18 PM	04 Aug, 2025 11:47:10 PM	04 Aug, 2025 05:59:59 PM	0:07:27	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930499633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 10:17:02 AM	05 Aug, 2025 10:25:34 AM	04 Aug, 2025 09:36:58 PM	0:10:36	100	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External
677930505935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 11:04:10 AM	05 Aug, 2025 11:12:59 AM	04 Aug, 2025 09:52:45 PM	0:10:07	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930439960	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930439960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 11:36:04 AM	05 Aug, 2025 11:41:20 AM	04 Aug, 2025 06:25:32 PM	0:10:17	100	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930394262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 11:58:48 AM	05 Aug, 2025 12:05:13 PM	04 Aug, 2025 05:00:34 PM	0:11:47	95	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External

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
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930449608		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 11:47:13 AM	05 Aug, 2025 12:16:09 PM	04 Aug, 2025 06:48:37 PM	0:18:21	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930484104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 12:16:23 PM	05 Aug, 2025 12:36:54 PM	04 Aug, 2025 08:28:38 PM	0:09:46	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930440701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930440701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 12:24:49 PM	05 Aug, 2025 12:40:40 PM	04 Aug, 2025 06:29:55 PM	0:06:13	100	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930313400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 12:23:02 PM	05 Aug, 2025 12:51:59 PM	04 Aug, 2025 12:58:32 PM	0:20:22	95	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 12:55:11 PM	05 Aug, 2025 01:12:50 PM	05 Aug, 2025 12:02:01 PM	0:11:36	100	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External

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
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930526653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 01:10:53 PM	05 Aug, 2025 01:25:53 PM	05 Aug, 2025 12:04:07 PM	0:08:15	70	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930122628			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	05 Aug, 2025 01:36:36 PM	05 Aug, 2025 01:46:06 PM	01 Aug, 2025 04:15:22 PM	0:11:39	100	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930317477	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930317477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 01:48:56 PM	05 Aug, 2025 02:01:48 PM	04 Aug, 2025 01:13:22 PM	0:12:53	80	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930344974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 01:50:46 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 02:43:39 PM	0:10:37	90	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930448857	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930448857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 01:40:17 PM	05 Aug, 2025 02:13:37 PM	04 Aug, 2025 06:47:38 PM	0:13:37	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930327280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 01:52:15 PM	05 Aug, 2025 02:15:12 PM	04 Aug, 2025 01:42:26 PM	0:20:00	85	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930424271	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930424271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 02:10:46 PM	05 Aug, 2025 02:18:59 PM	04 Aug, 2025 05:36:01 PM	0:12:09	90	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930462386			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 02:17:17 PM	05 Aug, 2025 02:28:33 PM	04 Aug, 2025 07:23:15 PM	0:11:24	100	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930543748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 02:27:03 PM	05 Aug, 2025 02:34:37 PM	05 Aug, 2025 01:27:49 PM	0:10:14	95	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External

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
677930222542	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930222542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 02:32:33 PM	05 Aug, 2025 02:42:00 PM	01 Aug, 2025 09:02:06 PM	0:09:53	100	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930058651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 02:13:57 PM	05 Aug, 2025 02:49:50 PM	01 Aug, 2025 12:24:20 PM	0:16:03	95	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
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677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
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677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
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677930535333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 02:46:01 PM	05 Aug, 2025 02:49:56 PM	05 Aug, 2025 12:45:04 PM	0:09:31	100	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
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677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
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677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
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677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
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677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
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677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930202926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 04:12:28 PM	05 Aug, 2025 04:32:52 PM	01 Aug, 2025 07:53:33 PM	0:10:30	90	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
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677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
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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
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677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
677930501522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 02:55:08 PM	05 Aug, 2025 04:33:15 PM	04 Aug, 2025 09:45:06 PM	0:08:47	50	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
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678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
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678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
678996575996		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 04:39:09 PM	05 Aug, 2025 04:42:49 PM	05 Aug, 2025 03:26:14 PM	0:20:20	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
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677930350611		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930350611	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930350611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Aug, 2025 04:15:40 PM	05 Aug, 2025 04:42:57 PM	04 Aug, 2025 02:23:59 PM	0:08:15	100	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
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677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
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677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
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677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930312754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Aug, 2025 04:38:14 PM	05 Aug, 2025 05:00:40 PM	04 Aug, 2025 12:58:28 PM	0:16:24	85	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
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677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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677930546057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 05:01:38 PM	05 Aug, 2025 05:11:57 PM	05 Aug, 2025 01:30:10 PM	0:11:13	90	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
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678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
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678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
678996596530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 05:38:15 PM	05 Aug, 2025 05:46:50 PM	05 Aug, 2025 04:36:37 PM	0:11:18	100	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
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677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930422478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 05:58:18 PM	05 Aug, 2025 06:16:45 PM	04 Aug, 2025 05:38:32 PM	0:08:41	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External

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
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677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930433206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 05:51:44 PM	05 Aug, 2025 06:19:09 PM	04 Aug, 2025 06:10:57 PM	0:07:52	95	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
677930449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 06:31:41 PM	05 Aug, 2025 06:42:47 PM	04 Aug, 2025 06:50:25 PM	0:07:09	100	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996571442	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996571442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 05:03:32 PM	05 Aug, 2025 06:47:27 PM	05 Aug, 2025 02:42:49 PM	0:15:58	70	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996583929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 06:44:00 PM	05 Aug, 2025 07:03:16 PM	05 Aug, 2025 03:17:55 PM	0:14:36	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
678996570176			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 07:06:43 PM	05 Aug, 2025 07:14:12 PM	05 Aug, 2025 02:37:30 PM	0:08:31	100	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930138884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 07:15:09 PM	05 Aug, 2025 07:28:39 PM	01 Aug, 2025 04:36:20 PM	0:08:38	95	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930216391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 07:19:42 PM	05 Aug, 2025 07:32:49 PM	01 Aug, 2025 09:06:16 PM	0:13:40	100	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External

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
677930548226	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
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677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
677930548226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 07:59:35 PM	05 Aug, 2025 08:01:16 PM	05 Aug, 2025 01:36:50 PM	0:13:50	85	External
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677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
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677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
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677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
677930504063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 07:34:03 PM	05 Aug, 2025 08:03:05 PM	04 Aug, 2025 09:45:35 PM	0:12:18	95	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
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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
678996627698	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
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678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996627698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Aug, 2025 08:22:27 PM	05 Aug, 2025 08:23:57 PM	05 Aug, 2025 05:33:29 PM	0:18:06	100	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
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678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
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678996587444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Aug, 2025 08:50:27 PM	05 Aug, 2025 08:54:18 PM	05 Aug, 2025 03:29:31 PM	0:10:27	95	External
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677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930197285	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930197285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 09:16:21 PM	05 Aug, 2025 09:18:44 PM	01 Aug, 2025 07:36:27 PM	0:18:19	80	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930477043			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Aug, 2025 09:49:11 PM	05 Aug, 2025 09:53:23 PM	04 Aug, 2025 08:10:59 PM	0:10:22	100	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930065266	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930065266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 11:13:32 AM	06 Aug, 2025 11:22:29 AM	01 Aug, 2025 12:53:28 PM	0:13:18	85	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
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677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
677930476148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:09:04 PM	06 Aug, 2025 12:27:10 PM	04 Aug, 2025 08:06:30 PM	0:10:23	95	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996596053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:05:03 PM	06 Aug, 2025 12:27:40 PM	05 Aug, 2025 04:01:47 PM	0:12:20	100	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External

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
678996569189	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996569189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:12:31 PM	06 Aug, 2025 12:27:42 PM	05 Aug, 2025 02:34:48 PM	0:12:09	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
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678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
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678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996701782			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:27:49 PM	06 Aug, 2025 12:48:48 PM	05 Aug, 2025 09:43:17 PM	0:09:30	95	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External

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
678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
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678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996667804		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:44:46 PM	06 Aug, 2025 12:56:24 PM	05 Aug, 2025 07:46:25 PM	0:09:46	60	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996627157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 12:29:09 PM	06 Aug, 2025 01:00:27 PM	05 Aug, 2025 05:37:46 PM	0:14:36	95	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996722077	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996722077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 01:19:12 PM	06 Aug, 2025 01:29:38 PM	06 Aug, 2025 12:09:42 PM	0:09:06	80	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
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678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996619865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 01:20:25 PM	06 Aug, 2025 01:48:33 PM	05 Aug, 2025 05:15:17 PM	0:17:19	90	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
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678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External

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
678996733230	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996733230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Aug, 2025 01:45:01 PM	06 Aug, 2025 02:53:44 PM	06 Aug, 2025 01:07:44 PM	0:10:41	100	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ever 06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996664136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Aug, 2025 01:33:59 PM	06 Aug, 2025 03:29:51 PM	05 Aug, 2025 07:26:47 PM	0:12:00	90	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer			06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996577606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Aug, 2025 03:37:19 PM	06 Aug, 2025 03:40:42 PM	05 Aug, 2025 03:01:11 PM	0:10:04	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996661444	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996661444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:08:44 PM	06 Aug, 2025 04:11:36 PM	05 Aug, 2025 07:22:01 PM	0:13:35	95	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
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678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996667635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 01:54:52 PM	06 Aug, 2025 04:21:07 PM	05 Aug, 2025 07:42:43 PM	0:14:55	100	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996620133	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996620133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:18:39 PM	06 Aug, 2025 04:22:43 PM	05 Aug, 2025 05:13:31 PM	0:09:19	95	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
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678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
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678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996636841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 03:51:09 PM	06 Aug, 2025 04:23:01 PM	05 Aug, 2025 06:04:33 PM	0:08:27	100	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
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678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996678249	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
678996678249			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:22:38 PM	06 Aug, 2025 04:35:12 PM	05 Aug, 2025 08:13:15 PM	0:09:54	80	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
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677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
677930094271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:32:57 PM	06 Aug, 2025 04:51:16 PM	01 Aug, 2025 02:20:45 PM	0:13:24	75	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996665149			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:36:15 PM	06 Aug, 2025 05:00:57 PM	05 Aug, 2025 07:30:02 PM	0:08:53	90	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996759508	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
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678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
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678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
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678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996759508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 05:04:28 PM	06 Aug, 2025 05:29:41 PM	06 Aug, 2025 02:39:17 PM	0:22:57	100	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
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678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996792348			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 05:42:15 PM	06 Aug, 2025 05:50:08 PM	06 Aug, 2025 04:31:19 PM	0:12:26	85	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External

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
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996618624		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 05:49:16 PM	06 Aug, 2025 05:51:38 PM	05 Aug, 2025 05:05:13 PM	0:17:56	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
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678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996772665		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 04:33:58 PM	06 Aug, 2025 05:52:07 PM	06 Aug, 2025 03:17:30 PM	0:09:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
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678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External

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
678996746914	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996746914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 05:35:11 PM	06 Aug, 2025 05:58:54 PM	06 Aug, 2025 01:58:18 PM	0:07:16	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996777559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 05:59:22 PM	06 Aug, 2025 06:04:10 PM	06 Aug, 2025 03:35:03 PM	0:08:51	100	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996694525	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996694525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 06:17:10 PM	06 Aug, 2025 06:50:43 PM	05 Aug, 2025 09:15:53 PM	0:15:36	90	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996782826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 07:04:05 PM	06 Aug, 2025 07:12:56 PM	06 Aug, 2025 03:50:51 PM	0:09:38	95	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External

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
678996761500		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
678996761500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 07:10:45 PM	06 Aug, 2025 07:13:27 PM	06 Aug, 2025 02:42:55 PM	0:12:54	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
677930170336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 07:29:48 PM	06 Aug, 2025 07:40:57 PM	01 Aug, 2025 06:09:15 PM	0:11:42	100	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996624666	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
678996624666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 07:16:55 PM	06 Aug, 2025 07:42:10 PM	05 Aug, 2025 05:27:07 PM	0:10:38	75	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
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677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
677930442646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 08:11:00 PM	06 Aug, 2025 08:22:48 PM	04 Aug, 2025 06:29:17 PM	0:10:44	80	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
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678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996813134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 08:40:38 PM	06 Aug, 2025 08:52:01 PM	06 Aug, 2025 05:42:57 PM	0:15:01	95	External
678996742371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External

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
678996742371	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996742371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 08:51:35 PM	06 Aug, 2025 09:02:14 PM	06 Aug, 2025 01:41:51 PM	0:12:03	85	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
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678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
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678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996800650		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 09:17:43 PM	06 Aug, 2025 09:26:20 PM	06 Aug, 2025 04:53:58 PM	0:08:42	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External

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
678996771713	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996771713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
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678996771713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
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678996771713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 09:31:18 PM	06 Aug, 2025 09:41:37 PM	06 Aug, 2025 03:17:24 PM	0:14:52	100	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
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678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996685263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 09:28:04 PM	06 Aug, 2025 09:46:28 PM	05 Aug, 2025 08:39:21 PM	0:11:08	95	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
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678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
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678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996789637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External

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
678996789637	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Aug, 2025 10:17:38 PM	06 Aug, 2025 10:21:15 PM	06 Aug, 2025 04:16:38 PM	0:10:10	100	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996792382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Aug, 2025 10:43:57 PM	06 Aug, 2025 10:57:05 PM	06 Aug, 2025 04:26:03 PM	0:09:42	75	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996849675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Aug, 2025 04:31:40 AM	07 Aug, 2025 04:41:47 AM	06 Aug, 2025 07:44:13 PM	0:18:37	100	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996800350	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	Yes or N/A	07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996800350			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 05:09:22 AM	07 Aug, 2025 05:12:32 AM	06 Aug, 2025 04:53:27 PM	0:09:46	75	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996761728			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 05:21:27 AM	07 Aug, 2025 05:24:56 AM	06 Aug, 2025 02:47:13 PM	0:07:01	85	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996865709	[redacted]	[redacted]	TE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996865709			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:08:33 AM	07 Aug, 2025 11:18:25 AM	06 Aug, 2025 08:42:36 PM	0:10:22	95	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996871080			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:10:19 AM	07 Aug, 2025 11:28:28 AM	06 Aug, 2025 09:21:37 PM	0:12:42	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996831703			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:19:28 AM	07 Aug, 2025 11:29:31 AM	06 Aug, 2025 06:47:42 PM	0:09:24	100	External
678996881160			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996881160	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996881160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:32:18 AM	07 Aug, 2025 11:57:17 AM	06 Aug, 2025 09:55:38 PM	0:11:11	90	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	s se	07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e be no	07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	. if n	07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External
678996672537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:36:48 AM	07 Aug, 2025 12:01:45 PM	05 Aug, 2025 07:54:28 PM	0:18:31	65	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996847680	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996847680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:50:08 AM	07 Aug, 2025 12:02:12 PM	06 Aug, 2025 07:35:42 PM	0:17:35	90	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996696499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Aug, 2025 06:11:59 PM	07 Aug, 2025 12:18:49 PM	05 Aug, 2025 09:21:08 PM	0:09:53	100	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External

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
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996725669		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 12:13:38 PM	07 Aug, 2025 12:46:36 PM	06 Aug, 2025 12:33:41 PM	0:18:07	95	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996821719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 12:45:40 PM	07 Aug, 2025 12:56:59 PM	06 Aug, 2025 06:10:36 PM	0:14:39	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996676088	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996676088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 12:54:53 PM	07 Aug, 2025 12:58:27 PM	05 Aug, 2025 08:06:39 PM	0:11:26	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996900258			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:09:11 PM	07 Aug, 2025 01:13:44 PM	07 Aug, 2025 12:07:40 PM	0:12:36	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996803218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:27:09 PM	07 Aug, 2025 01:36:04 PM	06 Aug, 2025 05:05:34 PM	0:15:37	100	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996872283	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996872283			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:04:50 PM	07 Aug, 2025 01:43:41 PM	06 Aug, 2025 09:08:23 PM	0:18:47	95	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996832281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:42:35 PM	07 Aug, 2025 01:48:02 PM	06 Aug, 2025 06:44:15 PM	0:08:30	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996728244	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996728244			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:42:45 PM	07 Aug, 2025 01:49:26 PM	06 Aug, 2025 12:43:16 PM	0:11:25	100	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
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678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996902962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:55:43 PM	07 Aug, 2025 01:58:41 PM	07 Aug, 2025 12:22:08 PM	0:09:48	90	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
678996872560			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 01:50:13 PM	07 Aug, 2025 02:07:27 PM	06 Aug, 2025 09:15:47 PM	0:15:48	100	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
677930503522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 02:08:03 PM	07 Aug, 2025 02:30:34 PM	04 Aug, 2025 09:46:39 PM	0:10:56	85	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External

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
678996840669	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996840669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Aug, 2025 02:10:29 PM	07 Aug, 2025 02:40:47 PM	06 Aug, 2025 07:17:53 PM	0:16:36	75	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996815782			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Aug, 2025 02:42:07 PM	07 Aug, 2025 02:58:40 PM	06 Aug, 2025 05:45:09 PM	0:11:13	55	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External

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
678996827487	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996827487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 02:43:06 PM	07 Aug, 2025 03:00:08 PM	06 Aug, 2025 06:31:06 PM	0:19:17	100	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996876172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 03:17:34 PM	07 Aug, 2025 03:25:15 PM	06 Aug, 2025 09:27:54 PM	0:10:10	90	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996815073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 03:01:32 PM	07 Aug, 2025 03:25:21 PM	06 Aug, 2025 05:46:59 PM	0:09:09	95	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996938907	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
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678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
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678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
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678996938907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 03:37:21 PM	07 Aug, 2025 03:41:24 PM	07 Aug, 2025 02:40:52 PM	0:09:20	100	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
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678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
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678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
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678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996880783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 03:45:05 PM	07 Aug, 2025 03:58:47 PM	06 Aug, 2025 09:53:37 PM	0:10:12	80	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
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678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996949268	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
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678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996949268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 03:58:30 PM	07 Aug, 2025 04:05:00 PM	07 Aug, 2025 03:17:50 PM	0:06:22	100	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
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678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
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678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
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678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996900813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 04:22:38 PM	07 Aug, 2025 04:27:09 PM	07 Aug, 2025 12:15:14 PM	0:08:39	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
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678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
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678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
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678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996733649	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996733649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 12:32:54 PM	07 Aug, 2025 04:35:45 PM	06 Aug, 2025 01:07:04 PM	0:09:18	95	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
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678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996840751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 04:11:57 PM	07 Aug, 2025 04:45:58 PM	06 Aug, 2025 07:16:12 PM	0:17:23	90	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
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678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996627858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996627858	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	07 Aug, 2025 05:08:31 PM	07 Aug, 2025 05:13:25 PM	05 Aug, 2025 05:33:47 PM	0:17:19	80	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996697993			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 04:49:40 PM	07 Aug, 2025 05:13:48 PM	05 Aug, 2025 09:27:12 PM	0:16:43	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
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678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996948716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 05:09:35 PM	07 Aug, 2025 05:16:39 PM	07 Aug, 2025 03:14:25 PM	0:12:45	95	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External

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
678996927554	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996927554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 05:21:44 PM	07 Aug, 2025 05:22:15 PM	07 Aug, 2025 02:02:08 PM	0:12:26	100	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
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678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
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678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996847710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 06:00:18 PM	07 Aug, 2025 06:04:51 PM	06 Aug, 2025 07:37:33 PM	0:10:14	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996951040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 06:26:18 PM	07 Aug, 2025 06:29:33 PM	07 Aug, 2025 03:22:46 PM	0:11:33	95	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
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678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996954463		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 06:21:36 PM	07 Aug, 2025 06:37:27 PM	07 Aug, 2025 03:30:13 PM	0:14:30	80	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External

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
678996984747		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 06:28:56 PM	07 Aug, 2025 06:51:08 PM	07 Aug, 2025 05:22:01 PM	0:09:47	90	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996982332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 06:58:58 PM	07 Aug, 2025 07:23:49 PM	07 Aug, 2025 05:11:24 PM	0:13:49	95	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
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678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996971541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 07:27:59 PM	07 Aug, 2025 07:47:47 PM	07 Aug, 2025 04:30:16 PM	0:18:40	100	External
678996933100		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996933100	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
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678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
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678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678996933100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 07:50:10 PM	07 Aug, 2025 07:54:14 PM	07 Aug, 2025 02:19:36 PM	0:06:15	90	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
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678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
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678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678997009513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 07:52:11 PM	07 Aug, 2025 08:14:47 PM	07 Aug, 2025 06:46:21 PM	0:19:15	95	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
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678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External

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
678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
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678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
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678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
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678996760573	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 08:14:18 PM	07 Aug, 2025 08:21:15 PM	06 Aug, 2025 02:38:59 PM	0:16:54	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
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678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
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678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996935799	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 08:14:41 PM	07 Aug, 2025 08:22:16 PM	07 Aug, 2025 02:30:00 PM	0:13:42	100	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996833589	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External

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
678996833589	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	07 Aug, 2025 09:30:37 PM	07 Aug, 2025 09:33:43 PM	06 Aug, 2025 06:50:30 PM	0:12:55	95	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996822457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 10:10:31 PM	07 Aug, 2025 10:18:35 PM	06 Aug, 2025 06:10:19 PM	0:11:24	90	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678996926474			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Aug, 2025 11:06:19 PM	07 Aug, 2025 11:20:38 PM	07 Aug, 2025 02:01:15 PM	0:14:32	70	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External

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
678997044405	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997044405			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	07 Aug, 2025 11:40:52 PM	07 Aug, 2025 11:44:03 PM	07 Aug, 2025 09:13:45 PM	0:08:54	95	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678997046682			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 10:10:36 AM	08 Aug, 2025 10:19:04 AM	07 Aug, 2025 09:00:17 PM	0:08:35	85	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External
678996939235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 10:29:22 AM	08 Aug, 2025 10:39:27 AM	07 Aug, 2025 02:40:18 PM	0:16:27	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996900138	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996900138			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 10:54:08 AM	08 Aug, 2025 11:03:01 AM	07 Aug, 2025 12:04:01 PM	0:11:51	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996943470			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 11:17:55 AM	08 Aug, 2025 11:23:43 AM	07 Aug, 2025 03:09:03 PM	0:08:11	90	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External

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
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678996905983		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Aug, 2025 11:28:22 AM	08 Aug, 2025 11:35:18 AM	07 Aug, 2025 12:33:35 PM	0:08:54	100	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997055020		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 11:24:35 AM	08 Aug, 2025 12:06:18 PM	07 Aug, 2025 09:43:33 PM	0:18:14	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678997020157		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 12:00:34 PM	08 Aug, 2025 12:07:32 PM	07 Aug, 2025 07:27:45 PM	0:13:31	95	External
678996860034		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External

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
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996860034		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 12:16:31 PM	08 Aug, 2025 12:50:55 PM	06 Aug, 2025 08:24:20 PM	0:18:33	80	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996930186		CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 01:23:47 PM	08 Aug, 2025 01:26:12 PM	07 Aug, 2025 02:11:01 PM	0:17:44	90	External
678996900248		CTE_Credit		florica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248		CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248		CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248		CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996900248	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
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678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
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678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996900248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 01:38:49 PM	08 Aug, 2025 01:48:31 PM	07 Aug, 2025 12:04:27 PM	0:11:41	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
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678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
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678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678996990377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 02:37:05 PM	08 Aug, 2025 02:42:35 PM	07 Aug, 2025 05:42:00 PM	0:11:49	85	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
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678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External

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678997087065	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
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678997087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 02:35:54 PM	08 Aug, 2025 02:43:40 PM	08 Aug, 2025 01:27:26 PM	0:09:37	90	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
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678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997017424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 02:42:37 PM	08 Aug, 2025 02:44:46 PM	07 Aug, 2025 07:14:30 PM	0:12:13	100	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997084538	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 02:11:21 PM	08 Aug, 2025 02:51:21 PM	08 Aug, 2025 01:11:27 PM	0:18:31	80	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
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678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678997084028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 02:58:26 PM	08 Aug, 2025 03:15:11 PM	08 Aug, 2025 01:04:07 PM	0:12:22	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External

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
678996979885	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996979885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 03:04:40 PM	08 Aug, 2025 03:19:24 PM	07 Aug, 2025 05:05:41 PM	0:11:14	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
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678996969029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 02:53:15 PM	08 Aug, 2025 03:33:28 PM	07 Aug, 2025 04:53:27 PM	0:10:46	100	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External

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
678996767465		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996767465		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 03:24:18 PM	08 Aug, 2025 03:33:39 PM	06 Aug, 2025 03:06:31 PM	0:10:58	90	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678996795520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 03:53:14 PM	08 Aug, 2025 03:53:49 PM	06 Aug, 2025 04:40:19 PM	0:12:36	100	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External
678997093136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 03:49:55 PM	08 Aug, 2025 04:03:01 PM	08 Aug, 2025 01:38:00 PM	0:11:59	55	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678997101276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 04:16:37 PM	08 Aug, 2025 04:21:42 PM	08 Aug, 2025 02:22:37 PM	0:11:38	95	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
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678996857801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 04:21:34 PM	08 Aug, 2025 04:28:41 PM	06 Aug, 2025 08:16:18 PM	0:14:01	75	External
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678996973070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
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678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678996973070		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 04:31:46 PM	08 Aug, 2025 04:40:19 PM	07 Aug, 2025 04:37:29 PM	0:10:15	95	External
678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
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678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
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678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
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678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
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678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
678997036354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 04:26:34 PM	08 Aug, 2025 04:52:31 PM	07 Aug, 2025 08:22:46 PM	0:13:48	80	External
678997095039		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997095039	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
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678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
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678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
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678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
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678997095039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 06:22:40 PM	08 Aug, 2025 06:40:12 PM	08 Aug, 2025 01:41:21 PM	0:13:46	90	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
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678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
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678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997057359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 06:45:44 PM	08 Aug, 2025 07:08:45 PM	07 Aug, 2025 09:55:46 PM	0:19:41	100	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997115608	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997115608			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 07:45:28 PM	08 Aug, 2025 07:50:13 PM	08 Aug, 2025 02:55:32 PM	0:12:38	95	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
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678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997125520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 08:03:19 PM	08 Aug, 2025 08:06:12 PM	08 Aug, 2025 03:26:41 PM	0:10:11	90	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External

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
678997141217	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997141217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 07:44:54 PM	08 Aug, 2025 08:12:11 PM	08 Aug, 2025 04:29:16 PM	0:21:31	65	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997180014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Aug, 2025 08:00:52 PM	08 Aug, 2025 08:13:08 PM	08 Aug, 2025 06:47:32 PM	0:11:42	100	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997100248	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997100248			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 08:20:45 PM	08 Aug, 2025 08:25:53 PM	08 Aug, 2025 02:06:04 PM	0:16:12	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997125747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 08:28:27 PM	08 Aug, 2025 08:29:42 PM	08 Aug, 2025 03:29:20 PM	0:15:05	95	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997118453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 08:48:00 PM	08 Aug, 2025 08:57:17 PM	08 Aug, 2025 03:04:23 PM	0:13:35	75	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997160836	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 09:06:05 PM	08 Aug, 2025 09:09:44 PM	08 Aug, 2025 05:40:12 PM	0:14:40	100	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997180665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Aug, 2025 10:36:21 PM	08 Aug, 2025 10:46:58 PM	08 Aug, 2025 06:50:37 PM	0:09:17	95	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997163829	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678997163829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 10:23:55 AM	11 Aug, 2025 10:30:11 AM	08 Aug, 2025 05:52:42 PM	0:09:13	90	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
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678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678996902559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 10:59:31 AM	11 Aug, 2025 11:10:49 AM	07 Aug, 2025 12:17:58 PM	0:09:47	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997117959	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678997117959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 11:07:24 AM	11 Aug, 2025 11:29:50 AM	08 Aug, 2025 03:02:09 PM	0:16:48	100	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996908603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 11:17:27 AM	11 Aug, 2025 11:32:12 AM	07 Aug, 2025 12:45:57 PM	0:10:31	80	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678996924288			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Aug, 2025 12:07:37 PM	11 Aug, 2025 12:30:16 PM	07 Aug, 2025 02:02:17 PM	0:08:16	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997290740	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997290740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 12:52:27 PM	11 Aug, 2025 01:01:20 PM	11 Aug, 2025 12:14:11 PM	0:14:51	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997121273			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Aug, 2025 01:24:41 PM	11 Aug, 2025 01:33:16 PM	08 Aug, 2025 03:36:29 PM	0:05:39	100	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997291985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 01:36:25 PM	11 Aug, 2025 01:52:09 PM	11 Aug, 2025 12:26:00 PM	0:12:50	95	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997227504	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997227504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 01:51:21 PM	11 Aug, 2025 02:02:21 PM	08 Aug, 2025 10:01:58 PM	0:10:39	100	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997300381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 01:59:45 PM	11 Aug, 2025 02:29:30 PM	11 Aug, 2025 12:52:53 PM	0:14:58	95	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External

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
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997290193	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 02:44:49 PM	11 Aug, 2025 02:51:36 PM	11 Aug, 2025 12:17:29 PM	0:13:37	85	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997309056	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 02:53:57 PM	11 Aug, 2025 03:08:07 PM	11 Aug, 2025 01:41:16 PM	0:13:57	100	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678997324507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External

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
678997324507	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 03:23:28 PM	11 Aug, 2025 03:26:47 PM	11 Aug, 2025 02:11:10 PM	0:10:27	95	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996985409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 03:05:50 PM	11 Aug, 2025 03:43:46 PM	07 Aug, 2025 05:22:02 PM	0:12:34	100	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678996986565			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	11 Aug, 2025 03:42:13 PM	11 Aug, 2025 03:46:14 PM	07 Aug, 2025 05:37:56 PM	0:07:22	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997305199	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997305199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 04:00:08 PM	11 Aug, 2025 04:10:51 PM	11 Aug, 2025 01:38:10 PM	0:11:50	85	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997118222			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Aug, 2025 04:13:11 PM	11 Aug, 2025 04:15:53 PM	08 Aug, 2025 03:11:03 PM	0:08:50	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997302997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 04:12:21 PM	11 Aug, 2025 04:29:13 PM	11 Aug, 2025 01:30:11 PM	0:12:18	100	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997290385	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997290385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 04:51:34 PM	11 Aug, 2025 04:54:58 PM	11 Aug, 2025 12:20:02 PM	0:17:59	95	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997299510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 04:47:01 PM	11 Aug, 2025 04:55:13 PM	11 Aug, 2025 01:14:05 PM	0:09:55	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997345728	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997345728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 04:25:44 PM	11 Aug, 2025 04:55:25 PM	11 Aug, 2025 03:04:43 PM	0:09:23	100	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997330206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 04:45:10 PM	11 Aug, 2025 05:12:40 PM	11 Aug, 2025 02:25:24 PM	0:19:20	85	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997154015			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	11 Aug, 2025 05:12:13 PM	11 Aug, 2025 05:15:33 PM	08 Aug, 2025 05:18:29 PM	0:14:18	90	External
678997099728		[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997099728	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997099728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:21:24 PM	11 Aug, 2025 05:22:58 PM	08 Aug, 2025 01:57:22 PM	0:12:35	95	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997293027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:15:04 PM	11 Aug, 2025 05:25:55 PM	11 Aug, 2025 12:39:41 PM	0:10:45	85	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997095515	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997095515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:32:07 PM	11 Aug, 2025 05:36:10 PM	08 Aug, 2025 01:45:47 PM	0:07:18	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
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678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997359619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:14:16 PM	11 Aug, 2025 05:37:29 PM	11 Aug, 2025 03:47:36 PM	0:16:23	95	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
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678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
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678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997210342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:43:29 PM	11 Aug, 2025 05:45:26 PM	08 Aug, 2025 08:55:17 PM	0:14:06	100	External
678997082494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External

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
678997082494	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997082494		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:46:44 PM	11 Aug, 2025 05:48:19 PM	08 Aug, 2025 12:56:01 PM	0:13:15	100	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
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678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997044379		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:51:43 PM	11 Aug, 2025 06:00:44 PM	07 Aug, 2025 08:55:08 PM	0:15:03	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997041000	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997041000			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 05:56:35 PM	11 Aug, 2025 06:02:06 PM	07 Aug, 2025 08:46:15 PM	0:09:17	95	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997176000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 06:05:49 PM	11 Aug, 2025 06:21:06 PM	08 Aug, 2025 06:33:31 PM	0:12:41	70	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997291953	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997291953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 06:13:27 PM	11 Aug, 2025 06:24:20 PM	11 Aug, 2025 12:30:11 PM	0:12:32	80	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997389603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Aug, 2025 06:00:57 PM	11 Aug, 2025 06:34:40 PM	11 Aug, 2025 05:08:07 PM	0:14:25	90	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997369427	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997369427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 06:58:01 PM	11 Aug, 2025 07:22:57 PM	11 Aug, 2025 04:10:52 PM	0:23:45	85	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997290556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 07:28:27 PM	11 Aug, 2025 07:45:26 PM	11 Aug, 2025 12:03:52 PM	0:25:22	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997316715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 08:30:27 PM	11 Aug, 2025 08:38:30 PM	11 Aug, 2025 01:57:46 PM	0:19:23	95	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997096761	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997096761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Aug, 2025 09:07:26 PM	11 Aug, 2025 09:14:35 PM	08 Aug, 2025 01:50:36 PM	0:21:18	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997417651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 10:18:53 AM	12 Aug, 2025 10:31:57 AM	11 Aug, 2025 06:31:41 PM	0:14:23	85	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997387605	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997387605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 10:48:31 AM	12 Aug, 2025 10:56:54 AM	11 Aug, 2025 05:02:10 PM	0:12:04	100	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
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678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997405595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 11:12:29 AM	12 Aug, 2025 11:20:36 AM	11 Aug, 2025 05:57:25 PM	0:13:05	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997388356	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997388356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 11:07:09 AM	12 Aug, 2025 11:39:15 AM	11 Aug, 2025 05:03:59 PM	0:17:52	95	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
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678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997446219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 11:29:39 AM	12 Aug, 2025 11:40:48 AM	11 Aug, 2025 07:53:53 PM	0:10:11	85	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997447440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997447440	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	2 Aug, 2025 11:53:17 AM	12 Aug, 2025 12:02:59 PM	11 Aug, 2025 07:59:22 PM	0:10:29	90	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
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678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997399769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 12:12:12 PM	12 Aug, 2025 12:27:11 PM	11 Aug, 2025 05:41:11 PM	0:13:38	100	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997476550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 12:17:13 PM	12 Aug, 2025 12:28:27 PM	11 Aug, 2025 09:57:39 PM	0:09:17	70	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997460252	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997460252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 01:05:01 PM	12 Aug, 2025 01:08:37 PM	11 Aug, 2025 08:49:00 PM	0:10:31	100	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997470085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 12:30:39 PM	12 Aug, 2025 01:14:09 PM	11 Aug, 2025 09:36:23 PM	0:08:21	95	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997464820	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997464820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 01:24:05 PM	12 Aug, 2025 01:29:53 PM	11 Aug, 2025 08:59:55 PM	0:10:34	100	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997362415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 01:19:58 PM	12 Aug, 2025 01:35:17 PM	11 Aug, 2025 03:50:32 PM	0:11:48	95	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External

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
678997443408	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997443408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 02:40:38 PM	12 Aug, 2025 02:53:06 PM	11 Aug, 2025 07:47:41 PM	0:09:09	90	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997437363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 02:44:44 PM	12 Aug, 2025 02:53:45 PM	11 Aug, 2025 07:31:46 PM	0:11:55	70	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997457370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 02:42:36 PM	12 Aug, 2025 03:04:31 PM	11 Aug, 2025 08:34:21 PM	0:18:26	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997544138	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997544138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 03:39:56 PM	12 Aug, 2025 03:45:52 PM	12 Aug, 2025 03:02:21 PM	0:13:50	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
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678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
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678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
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678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
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678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997423753			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 03:36:58 PM	12 Aug, 2025 03:47:58 PM	11 Aug, 2025 06:48:08 PM	0:12:29	90	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
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678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
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678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997475128	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997475128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 03:58:27 PM	12 Aug, 2025 04:15:20 PM	11 Aug, 2025 09:38:08 PM	0:11:30	65	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
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678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997413263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 04:12:47 PM	12 Aug, 2025 04:23:09 PM	11 Aug, 2025 06:18:23 PM	0:10:40	85	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External

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
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997438971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 04:36:13 PM	12 Aug, 2025 04:48:09 PM	11 Aug, 2025 07:33:13 PM	0:12:02	70	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997109578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 04:51:59 PM	12 Aug, 2025 04:53:38 PM	08 Aug, 2025 02:31:29 PM	0:15:37	85	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
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678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External

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
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997563921		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 05:27:44 PM	12 Aug, 2025 05:50:16 PM	12 Aug, 2025 03:40:16 PM	0:11:40	95	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997560992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 05:37:24 PM	12 Aug, 2025 05:53:49 PM	12 Aug, 2025 03:35:02 PM	0:15:54	100	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997587820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 05:46:27 PM	12 Aug, 2025 05:56:49 PM	12 Aug, 2025 04:57:18 PM	0:12:19	80	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External

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
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997474433		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 05:56:48 PM	12 Aug, 2025 06:11:41 PM	11 Aug, 2025 09:40:04 PM	0:11:53	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678997460574		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Aug, 2025 06:03:21 PM	12 Aug, 2025 06:18:14 PM	11 Aug, 2025 09:02:52 PM	0:11:12	100	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996828520	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	2 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678996828520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 06:18:08 PM	12 Aug, 2025 06:20:34 PM	06 Aug, 2025 06:34:21 PM	0:15:10	90	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997574168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 06:31:35 PM	12 Aug, 2025 06:49:43 PM	12 Aug, 2025 04:10:53 PM	0:13:00	95	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
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678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997524277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 06:52:04 PM	12 Aug, 2025 07:25:02 PM	12 Aug, 2025 01:42:13 PM	0:17:43	90	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997578481	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997578481			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 07:26:48 PM	12 Aug, 2025 07:51:11 PM	12 Aug, 2025 04:25:55 PM	0:17:27	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678997207615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 07:52:33 PM	12 Aug, 2025 07:55:19 PM	08 Aug, 2025 08:34:03 PM	0:11:13	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996943791	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678996943791			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 08:21:34 PM	12 Aug, 2025 08:23:46 PM	07 Aug, 2025 02:58:04 PM	0:07:52	100	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
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678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997213854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 08:38:50 PM	12 Aug, 2025 08:42:38 PM	08 Aug, 2025 09:08:27 PM	0:10:22	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996915130	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678997331326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 08:58:00 PM	12 Aug, 2025 09:01:22 PM	11 Aug, 2025 02:25:54 PM	0:12:28	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678996915130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 09:19:15 PM	12 Aug, 2025 09:21:25 PM	07 Aug, 2025 01:20:55 PM	0:11:02	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997210539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 10:07:52 PM	12 Aug, 2025 10:09:37 PM	08 Aug, 2025 08:49:44 PM	0:09:07	95	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External

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
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997671960	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 10:24:52 PM	12 Aug, 2025 10:25:47 PM	12 Aug, 2025 09:45:30 PM	0:12:49	100	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997521833	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 10:39:07 PM	12 Aug, 2025 10:46:59 PM	12 Aug, 2025 01:34:04 PM	0:12:45	95	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External

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
678997500375	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997500375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 10:51:49 PM	12 Aug, 2025 11:01:47 PM	12 Aug, 2025 12:06:25 PM	0:11:06	100	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997420331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Aug, 2025 11:25:53 PM	12 Aug, 2025 11:29:10 PM	11 Aug, 2025 06:37:50 PM	0:09:13	85	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997525484	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	2 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997525484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Aug, 2025 11:36:46 PM	12 Aug, 2025 11:56:31 PM	12 Aug, 2025 01:44:39 PM	0:11:57	65	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997506235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Aug, 2025 11:04:34 AM	13 Aug, 2025 11:09:54 AM	12 Aug, 2025 12:35:02 PM	0:09:57	100	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997648457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Aug, 2025 11:07:44 AM	13 Aug, 2025 11:28:54 AM	12 Aug, 2025 08:16:28 PM	0:13:26	95	External
678997671759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997671759	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 11:28:21 AM	13 Aug, 2025 11:34:07 AM	12 Aug, 2025 09:44:37 PM	0:12:31	85	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997309463	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 11:51:11 AM	13 Aug, 2025 11:58:02 AM	11 Aug, 2025 01:42:21 PM	0:13:24	90	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External

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
678997503485	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997503485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 11:33:04 AM	13 Aug, 2025 12:02:30 PM	12 Aug, 2025 12:30:10 PM	0:16:55	100	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997387062			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 12:13:45 PM	13 Aug, 2025 12:17:20 PM	11 Aug, 2025 05:37:04 PM	0:07:56	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
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678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External

Master Contact	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
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997584949	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 12:05:40 PM	13 Aug, 2025 12:23:21 PM	12 Aug, 2025 04:44:26 PM	0:19:24	95	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997637337	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 12:25:27 PM	13 Aug, 2025 12:46:24 PM	12 Aug, 2025 07:38:53 PM	0:16:22	100	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997695741	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997695741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 01:06:18 PM	13 Aug, 2025 01:17:40 PM	13 Aug, 2025 12:18:08 PM	0:09:26	85	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997604542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 01:06:24 PM	13 Aug, 2025 01:26:32 PM	12 Aug, 2025 05:48:46 PM	0:12:21	100	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
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678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
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678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997651877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 01:13:52 PM	13 Aug, 2025 01:28:02 PM	12 Aug, 2025 08:26:51 PM	0:12:04	95	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997621320	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997621320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 12:47:30 PM	13 Aug, 2025 01:33:45 PM	12 Aug, 2025 07:23:14 PM	0:09:12	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
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678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997663548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 01:31:07 PM	13 Aug, 2025 01:44:59 PM	12 Aug, 2025 09:11:52 PM	0:12:40	100	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997366280	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997366280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 01:35:46 PM	13 Aug, 2025 01:45:38 PM	11 Aug, 2025 04:01:42 PM	0:09:24	85	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997652135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 01:34:08 PM	13 Aug, 2025 02:02:09 PM	12 Aug, 2025 09:00:33 PM	0:16:36	95	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997615369	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997615369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 02:01:02 PM	13 Aug, 2025 02:06:04 PM	12 Aug, 2025 06:23:46 PM	0:09:49	100	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997464397			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 02:26:12 PM	13 Aug, 2025 02:36:52 PM	11 Aug, 2025 09:44:35 PM	0:11:57	70	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997672508	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	ye	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997672508			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 02:09:28 PM	13 Aug, 2025 02:41:19 PM	12 Aug, 2025 09:44:04 PM	0:17:27	90	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997459072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 03:04:54 PM	13 Aug, 2025 03:06:06 PM	11 Aug, 2025 08:36:26 PM	0:15:10	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
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678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997622583	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997622583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 02:55:31 PM	13 Aug, 2025 03:07:41 PM	12 Aug, 2025 06:53:29 PM	0:13:52	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997588162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 03:03:21 PM	13 Aug, 2025 03:38:48 PM	12 Aug, 2025 04:54:24 PM	0:12:43	95	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997725461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Aug, 2025 03:49:04 PM	13 Aug, 2025 03:53:57 PM	13 Aug, 2025 02:17:47 PM	0:13:46	100	External
678997434479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
67899743447	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899743447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 04:08:28 PM	13 Aug, 2025 04:16:17 PM	11 Aug, 2025 07:21:12 PM	0:11:16	100	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
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67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
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67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
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67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899765309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 04:43:58 PM	13 Aug, 2025 04:55:52 PM	12 Aug, 2025 08:30:43 PM	0:12:41	70	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
67899773420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997734206	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997734206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 04:44:36 PM	13 Aug, 2025 05:06:09 PM	13 Aug, 2025 02:52:13 PM	0:10:09	100	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997705995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 05:21:54 PM	13 Aug, 2025 05:30:44 PM	13 Aug, 2025 01:25:07 PM	0:11:29	85	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997589172	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997589172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 05:30:49 PM	13 Aug, 2025 05:33:46 PM	12 Aug, 2025 05:01:35 PM	0:12:22	100	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997751760			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		13 Aug, 2025 05:35:47 PM	13 Aug, 2025 05:50:02 PM	13 Aug, 2025 04:14:40 PM	0:09:26	95	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997598354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 05:59:57 PM	13 Aug, 2025 06:02:09 PM	12 Aug, 2025 05:26:34 PM	0:11:43	90	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997584031	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
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678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997584031			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Aug, 2025 06:05:08 PM	13 Aug, 2025 06:16:16 PM	12 Aug, 2025 05:10:43 PM	0:11:51	70	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
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678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
678997765978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Aug, 2025 06:43:30 PM	13 Aug, 2025 07:03:00 PM	13 Aug, 2025 04:32:52 PM	0:19:58	95	External
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678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
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678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997587535	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	13 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997587535			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 07:44:01 PM	13 Aug, 2025 07:47:06 PM	12 Aug, 2025 04:55:22 PM	0:13:19	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
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678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997702855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 07:37:33 PM	13 Aug, 2025 07:55:37 PM	13 Aug, 2025 12:51:36 PM	0:11:47	95	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External
678997607358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 08:00:54 PM	13 Aug, 2025 08:17:43 PM	12 Aug, 2025 05:56:49 PM	0:10:48	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997763407	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
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678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997763407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 08:13:05 PM	13 Aug, 2025 08:19:58 PM	13 Aug, 2025 04:28:48 PM	0:09:08	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
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678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
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678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
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678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997789734			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 08:22:48 PM	13 Aug, 2025 08:24:36 PM	13 Aug, 2025 05:58:31 PM	0:14:25	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
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678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External

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678997589687	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
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678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997589687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 08:45:57 PM	13 Aug, 2025 08:47:22 PM	12 Aug, 2025 05:00:04 PM	0:11:11	100	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
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678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
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678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
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678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
678997657390			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 08:48:07 PM	13 Aug, 2025 08:52:46 PM	12 Aug, 2025 08:48:36 PM	0:09:45	90	External
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678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
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678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
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678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External

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
678997144398	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
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678997144398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 09:57:28 PM	13 Aug, 2025 10:01:05 PM	08 Aug, 2025 04:35:56 PM	0:10:26	95	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
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678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
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678997759304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 10:22:11 PM	13 Aug, 2025 10:23:48 PM	13 Aug, 2025 04:15:24 PM	0:19:25	100	External
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678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
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678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
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678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997436978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 10:34:44 PM	13 Aug, 2025 10:37:56 PM	11 Aug, 2025 07:32:03 PM	0:09:51	90	External
678997472135			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External

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
678997472135	[redacted]	[redacted]	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678997472135			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 10:52:38 PM	13 Aug, 2025 11:00:04 PM	11 Aug, 2025 09:27:45 PM	0:17:38	100	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ed	13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678996938223			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Aug, 2025 11:36:29 PM	13 Aug, 2025 11:45:17 PM	07 Aug, 2025 02:37:08 PM	0:14:25	85	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997803455	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997803455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 10:12:47 AM	14 Aug, 2025 10:17:37 AM	13 Aug, 2025 06:53:46 PM	0:12:27	95	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997570288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 10:55:28 AM	14 Aug, 2025 11:07:16 AM	12 Aug, 2025 04:29:20 PM	0:09:36	65	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External

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
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997786411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 11:22:41 AM	14 Aug, 2025 11:28:06 AM	13 Aug, 2025 05:47:43 PM	0:11:17	100	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997663416		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 11:11:27 AM	14 Aug, 2025 11:38:00 AM	12 Aug, 2025 09:13:01 PM	0:12:26	85	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997843519	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997843519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 11:40:29 AM	14 Aug, 2025 12:00:54 PM	13 Aug, 2025 09:18:42 PM	0:12:54	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997804657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 12:18:53 PM	14 Aug, 2025 12:40:28 PM	13 Aug, 2025 06:54:21 PM	0:10:06	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External
678997873890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 12:50:07 PM	14 Aug, 2025 12:57:29 PM	14 Aug, 2025 12:11:55 PM	0:09:37	100	External

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
678997836617	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997836617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 01:11:59 PM	14 Aug, 2025 01:24:10 PM	13 Aug, 2025 09:26:03 PM	0:11:59	90	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997785173			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 12:05:58 PM	14 Aug, 2025 01:44:20 PM	13 Aug, 2025 05:42:04 PM	0:17:39	95	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997824923	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997824923			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 01:39:25 PM	14 Aug, 2025 01:44:37 PM	13 Aug, 2025 08:04:20 PM	0:10:49	100	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
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678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
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678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
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678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997792678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 01:48:20 PM	14 Aug, 2025 02:02:39 PM	13 Aug, 2025 06:09:26 PM	0:10:47	80	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External

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
678997875604	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
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678997875604		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
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678997875604		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
678997875604		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 01:59:40 PM	14 Aug, 2025 02:04:47 PM	14 Aug, 2025 12:16:28 PM	0:11:51	95	External
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678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
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678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
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678997672626		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 02:38:42 PM	14 Aug, 2025 02:59:21 PM	12 Aug, 2025 09:44:15 PM	0:18:14	95	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
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678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
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678997725642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Aug, 2025 02:31:06 PM	14 Aug, 2025 03:05:20 PM	13 Aug, 2025 02:22:19 PM	0:19:16	85	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
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678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
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678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
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678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
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678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997415357		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Aug, 2025 03:25:00 PM	14 Aug, 2025 03:28:55 PM	11 Aug, 2025 06:23:24 PM	0:13:00	100	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External

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
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997848278		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 02:53:51 PM	14 Aug, 2025 03:39:23 PM	13 Aug, 2025 09:38:47 PM	0:11:21	85	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997899508		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 03:50:36 PM	14 Aug, 2025 03:54:00 PM	14 Aug, 2025 01:53:21 PM	0:10:02	95	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997905058		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		14 Aug, 2025 04:14:44 PM	14 Aug, 2025 04:20:03 PM	14 Aug, 2025 02:32:17 PM	0:11:20	100	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External

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
678997547928	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997547928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 04:15:19 PM	14 Aug, 2025 04:22:35 PM	12 Aug, 2025 02:54:53 PM	0:10:55	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997616104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 04:48:08 PM	14 Aug, 2025 04:56:22 PM	12 Aug, 2025 06:32:05 PM	0:16:28	90	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
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678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External

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678997769342	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997769342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 04:53:30 PM	14 Aug, 2025 05:13:30 PM	13 Aug, 2025 04:48:23 PM	0:10:39	100	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
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678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
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678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997933171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 05:04:05 PM	14 Aug, 2025 05:17:28 PM	14 Aug, 2025 03:46:04 PM	0:09:20	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
678997340588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 05:17:24 PM	14 Aug, 2025 05:19:28 PM	11 Aug, 2025 02:55:33 PM	0:12:40	95	External
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678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External

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678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
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678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997888129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Aug, 2025 05:08:13 PM	14 Aug, 2025 05:24:35 PM	14 Aug, 2025 01:13:41 PM	0:11:36	90	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997577705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Aug, 2025 05:59:52 PM	14 Aug, 2025 06:15:28 PM	12 Aug, 2025 04:20:05 PM	0:10:33	85	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997962167	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997962167			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 05:45:44 PM	14 Aug, 2025 06:18:00 PM	14 Aug, 2025 05:22:43 PM	0:07:43	90	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997879932			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 06:12:56 PM	14 Aug, 2025 06:22:33 PM	14 Aug, 2025 12:54:43 PM	0:07:02	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997803986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		14 Aug, 2025 06:18:46 PM	14 Aug, 2025 06:32:10 PM	13 Aug, 2025 07:23:57 PM	0:08:14	100	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External

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
678997875697	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997875697			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		14 Aug, 2025 07:38:45 PM	14 Aug, 2025 07:48:18 PM	14 Aug, 2025 12:16:22 PM	0:11:10	90	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997653404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Aug, 2025 08:58:48 PM	14 Aug, 2025 09:02:03 PM	12 Aug, 2025 08:36:00 PM	0:15:19	95	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997922988			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External

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
678997922988	[redacted]		CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Aug, 2025 10:10:12 AM	15 Aug, 2025 10:18:29 AM	14 Aug, 2025 03:48:58 PM	0:09:01	85	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997787196			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 10:32:30 AM	15 Aug, 2025 10:40:42 AM	13 Aug, 2025 06:23:21 PM	0:08:43	100	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997881204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 10:58:33 AM	15 Aug, 2025 11:07:38 AM	14 Aug, 2025 12:47:40 PM	0:11:24	95	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External

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
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678997695038		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 11:21:49 AM	15 Aug, 2025 11:31:45 AM	13 Aug, 2025 12:11:43 PM	0:08:46	70	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678998011089		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 11:41:25 AM	15 Aug, 2025 11:52:32 AM	14 Aug, 2025 08:54:21 PM	0:10:28	90	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678997944959		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 12:05:06 PM	15 Aug, 2025 12:09:47 PM	14 Aug, 2025 04:24:07 PM	0:10:34	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External

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
678998052531	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template			5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998052531			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	5 Aug, 2025 12:49:18 PM	15 Aug, 2025 12:57:07 PM	15 Aug, 2025 12:12:11 PM	0:11:10	100	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998064359			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	5 Aug, 2025 01:47:24 PM	15 Aug, 2025 01:58:00 PM	15 Aug, 2025 01:11:47 PM	0:21:53	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	5 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External

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
678998017739	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998017739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 01:02:24 PM	15 Aug, 2025 01:58:51 PM	14 Aug, 2025 08:44:37 PM	0:08:24	95	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678998012060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 02:18:36 PM	15 Aug, 2025 02:34:00 PM	14 Aug, 2025 08:21:50 PM	0:10:41	85	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678997832920			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 01:24:55 PM	15 Aug, 2025 02:38:04 PM	13 Aug, 2025 08:31:19 PM	0:10:41	50	External
678998065387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External

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
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678998065387		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 02:34:46 PM	15 Aug, 2025 02:41:26 PM	15 Aug, 2025 01:28:53 PM	0:16:00	95	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997962437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 02:24:57 PM	15 Aug, 2025 02:42:57 PM	14 Aug, 2025 06:13:40 PM	0:16:42	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External

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
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997996079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 02:47:47 PM	15 Aug, 2025 03:10:55 PM	14 Aug, 2025 08:11:05 PM	0:19:59	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678997878316		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 02:56:55 PM	15 Aug, 2025 03:15:24 PM	14 Aug, 2025 12:41:27 PM	0:09:28	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
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678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
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678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678998051493		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 03:17:47 PM	15 Aug, 2025 03:27:09 PM	15 Aug, 2025 12:07:12 PM	0:10:31	100	External
678997616370		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997616370	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997616370			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 03:08:21 PM	15 Aug, 2025 03:36:05 PM	12 Aug, 2025 06:26:17 PM	0:13:11	90	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678997728821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 03:43:56 PM	15 Aug, 2025 03:46:26 PM	13 Aug, 2025 02:59:43 PM	0:17:34	95	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998068735	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998068735			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 03:40:22 PM	15 Aug, 2025 04:02:55 PM	15 Aug, 2025 01:28:02 PM	0:12:27	70	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678998054484			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 04:05:41 PM	15 Aug, 2025 04:15:47 PM	15 Aug, 2025 12:26:47 PM	0:09:46	90	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678997979757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:20:03 PM	15 Aug, 2025 04:26:17 PM	14 Aug, 2025 06:32:05 PM	0:10:20	95	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External

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
678998067636	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998067636			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:15:01 PM	15 Aug, 2025 04:27:10 PM	15 Aug, 2025 01:23:46 PM	0:09:49	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998095022			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 04:16:53 PM	15 Aug, 2025 04:32:34 PM	15 Aug, 2025 03:19:56 PM	0:08:44	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998023070			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 04:27:35 PM	15 Aug, 2025 04:38:20 PM	14 Aug, 2025 09:35:48 PM	0:09:10	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998104476	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998104476			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 04:36:32 PM	15 Aug, 2025 04:47:12 PM	15 Aug, 2025 04:11:56 PM	0:05:13	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678998118381			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:44:53 PM	15 Aug, 2025 04:54:01 PM	15 Aug, 2025 04:29:07 PM	0:09:06	100	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997949302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:25:17 PM	15 Aug, 2025 04:54:33 PM	14 Aug, 2025 04:41:47 PM	0:23:44	95	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External

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
678997884831	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678997884831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:52:52 PM	15 Aug, 2025 04:57:59 PM	14 Aug, 2025 01:04:22 PM	0:09:14	100	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998088302		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 04:52:35 PM	15 Aug, 2025 05:00:53 PM	15 Aug, 2025 02:55:40 PM	0:06:59	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678998098902		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:29:04 PM	15 Aug, 2025 05:07:19 PM	15 Aug, 2025 03:08:22 PM	0:14:17	95	External
678997879333		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997879333	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678997879333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 04:53:35 PM	15 Aug, 2025 05:19:58 PM	14 Aug, 2025 12:37:18 PM	0:10:41	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678998057413			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Aug, 2025 05:44:08 PM	15 Aug, 2025 05:54:04 PM	15 Aug, 2025 12:42:59 PM	0:10:03	100	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External

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
678997876703	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678997876703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 04:58:44 PM	15 Aug, 2025 05:56:04 PM	14 Aug, 2025 12:22:09 PM	0:18:40	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998056583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 06:05:28 PM	15 Aug, 2025 06:08:45 PM	15 Aug, 2025 12:34:36 PM	0:12:52	85	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998051385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 05:56:40 PM	15 Aug, 2025 06:11:39 PM	15 Aug, 2025 12:03:03 PM	0:11:53	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998117022	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998117022			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		15 Aug, 2025 06:00:14 PM	15 Aug, 2025 06:16:02 PM	15 Aug, 2025 04:14:42 PM	0:09:20	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678998087426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		15 Aug, 2025 04:54:35 PM	15 Aug, 2025 06:23:24 PM	15 Aug, 2025 02:33:07 PM	0:14:28	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
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678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External

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
678997923743	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
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678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678997923743			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 06:17:02 PM	15 Aug, 2025 06:29:11 PM	14 Aug, 2025 03:10:22 PM	0:09:21	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
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678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998064037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 06:31:15 PM	15 Aug, 2025 06:35:30 PM	15 Aug, 2025 01:17:30 PM	0:22:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
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678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
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678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998065932	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998065932			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 06:25:30 PM	15 Aug, 2025 06:39:42 PM	15 Aug, 2025 01:24:10 PM	0:11:31	100	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
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678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678998068692			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 06:29:33 PM	15 Aug, 2025 06:40:33 PM	15 Aug, 2025 01:28:32 PM	0:07:57	75	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
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678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
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678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
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678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
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678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997793373			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 06:43:10 PM	15 Aug, 2025 06:55:54 PM	13 Aug, 2025 06:11:56 PM	0:12:28	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997978199	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678997978199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 06:55:53 PM	15 Aug, 2025 07:04:24 PM	14 Aug, 2025 06:21:32 PM	0:10:35	100	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998002490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Aug, 2025 06:55:57 PM	15 Aug, 2025 07:14:59 PM	14 Aug, 2025 07:54:24 PM	0:17:28	90	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678998087569		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 07:18:09 PM	15 Aug, 2025 07:39:16 PM	15 Aug, 2025 02:35:24 PM	0:20:17	95	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678997714573		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 07:39:40 PM	15 Aug, 2025 07:47:00 PM	13 Aug, 2025 01:41:24 PM	0:13:03	90	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
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678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External

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
678998114288	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
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678998114288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 07:27:35 PM	15 Aug, 2025 07:54:58 PM	15 Aug, 2025 04:11:26 PM	0:12:52	100	External
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678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
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678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
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678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
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678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
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678998133325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 07:42:12 PM	15 Aug, 2025 07:58:29 PM	15 Aug, 2025 05:09:54 PM	0:15:37	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
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678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
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678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
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678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
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678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678998122182		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 07:59:28 PM	15 Aug, 2025 08:08:32 PM	15 Aug, 2025 04:35:10 PM	0:09:31	100	External
678997934248		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
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678997934248		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
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678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
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678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
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678997934248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 08:12:15 PM	15 Aug, 2025 08:16:47 PM	14 Aug, 2025 03:46:46 PM	0:11:12	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
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678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678998095905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 08:42:50 PM	15 Aug, 2025 08:45:03 PM	15 Aug, 2025 02:59:22 PM	0:11:23	95	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External

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
678997318054	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678997318054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 08:54:16 PM	15 Aug, 2025 09:01:00 PM	11 Aug, 2025 01:59:43 PM	0:16:41	60	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
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678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		d 15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998113393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 08:58:11 PM	15 Aug, 2025 09:05:07 PM	15 Aug, 2025 04:01:30 PM	0:09:58	85	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External

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
678998024599	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678998024599	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 09:30:13 PM	15 Aug, 2025 09:33:42 PM	14 Aug, 2025 09:10:07 PM	0:11:56	90	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678997821234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 09:58:45 PM	15 Aug, 2025 10:01:03 PM	13 Aug, 2025 07:59:06 PM	0:12:59	95	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678998083365	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 10:34:19 PM	15 Aug, 2025 10:36:28 PM	15 Aug, 2025 02:16:36 PM	0:09:29	100	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997920944		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 10:54:31 PM	15 Aug, 2025 11:00:29 PM	14 Aug, 2025 03:04:07 PM	0:13:00	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997517019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 11:08:12 PM	15 Aug, 2025 11:42:35 PM	12 Aug, 2025 01:25:48 PM	0:15:52	95	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997920233	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678997920233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Aug, 2025 11:46:43 PM	16 Aug, 2025 12:35:33 AM	14 Aug, 2025 03:03:12 PM	0:11:32	90	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998066044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Aug, 2025 01:05:31 AM	16 Aug, 2025 01:10:03 AM	15 Aug, 2025 01:24:47 PM	0:15:37	95	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678998062817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Aug, 2025 07:36:03 PM	16 Aug, 2025 07:41:40 PM	15 Aug, 2025 01:04:38 PM	0:06:09	100	External
678997615228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External

Master Contact	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
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
678997615228	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Aug, 2025 08:01:11 PM	16 Aug, 2025 08:09:54 PM	12 Aug, 2025 06:24:15 PM	0:07:31	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
6789965838 54	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Aug, 2025 08:17:58 PM	16 Aug, 2025 08:33:52 PM	05 Aug, 2025 03:19:35 PM	0:08:49	90	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998142879	[redacted]		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998142879			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea			18 Aug, 2025 10:45:43 AM	18 Aug, 2025 10:58:42 AM	15 Aug, 2025 05:42:26 PM	0:08:31	95	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998156133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea			18 Aug, 2025 10:59:03 AM	18 Aug, 2025 11:26:11 AM	15 Aug, 2025 06:29:00 PM	0:11:36	75	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678998013642			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea			18 Aug, 2025 11:38:15 AM	18 Aug, 2025 11:49:29 AM	14 Aug, 2025 09:06:28 PM	0:10:19	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio			18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno			18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997969235	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678997969235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 12:02:57 PM	18 Aug, 2025 12:15:40 PM	14 Aug, 2025 05:48:51 PM	0:12:12	95	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678998163384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 12:09:18 PM	18 Aug, 2025 12:18:40 PM	15 Aug, 2025 06:56:36 PM	0:11:04	75	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997924122	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678997924122			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 12:16:07 PM	18 Aug, 2025 12:27:25 PM	14 Aug, 2025 03:11:04 PM	0:08:49	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998192981			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 12:28:45 PM	18 Aug, 2025 12:42:55 PM	15 Aug, 2025 08:44:49 PM	0:10:17	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998160482	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998160482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 12:51:08 PM	18 Aug, 2025 01:22:30 PM	15 Aug, 2025 06:47:13 PM	0:11:16	100	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998082074			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 01:12:54 PM	18 Aug, 2025 01:36:06 PM	15 Aug, 2025 02:11:12 PM	0:20:10	85	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998198400			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Aug, 2025 01:36:28 PM	18 Aug, 2025 01:49:00 PM	15 Aug, 2025 09:31:14 PM	0:08:19	90	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998194691	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998194691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 01:42:39 PM	18 Aug, 2025 01:58:26 PM	15 Aug, 2025 08:55:25 PM	0:15:21	50	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998202740			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Aug, 2025 01:50:59 PM	18 Aug, 2025 01:59:13 PM	15 Aug, 2025 09:42:54 PM	0:05:50	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998179214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 02:04:52 PM	18 Aug, 2025 02:08:17 PM	15 Aug, 2025 07:57:58 PM	0:14:43	100	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998121238	[redacted]		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998121238			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 02:06:00 PM	18 Aug, 2025 02:21:57 PM	15 Aug, 2025 04:29:18 PM	0:10:21	85	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678998064478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 02:45:02 PM	18 Aug, 2025 02:53:37 PM	15 Aug, 2025 01:19:35 PM	0:11:30	75	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997875539	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678997875539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 03:34:56 PM	18 Aug, 2025 03:36:47 PM	14 Aug, 2025 12:14:39 PM	0:14:55	95	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998308902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 03:34:41 PM	18 Aug, 2025 03:43:41 PM	18 Aug, 2025 02:29:30 PM	0:12:46	100	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External

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
678998304254	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998304254			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 04:02:15 PM	18 Aug, 2025 04:05:13 PM	18 Aug, 2025 02:17:39 PM	0:12:13	95	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998195545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 03:25:06 PM	18 Aug, 2025 04:24:40 PM	15 Aug, 2025 08:58:49 PM	0:11:56	85	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
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678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998320373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 04:16:38 PM	18 Aug, 2025 04:46:19 PM	18 Aug, 2025 03:01:20 PM	0:17:54	95	External
678998200156			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External

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
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yes		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
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678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998200156		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 04:34:40 PM	18 Aug, 2025 04:52:44 PM	15 Aug, 2025 09:18:47 PM	0:08:52	75	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
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678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
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678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678998327933		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:08:11 PM	18 Aug, 2025 05:12:41 PM	18 Aug, 2025 03:23:58 PM	0:09:18	95	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998982979	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678997982979			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Aug, 2025 05:16:03 PM	18 Aug, 2025 05:18:35 PM	14 Aug, 2025 06:53:15 PM	0:06:57	100	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998318027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 04:54:23 PM	18 Aug, 2025 05:19:13 PM	18 Aug, 2025 02:54:10 PM	0:13:13	95	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998347377			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:13:02 PM	18 Aug, 2025 05:21:53 PM	18 Aug, 2025 04:59:24 PM	0:07:16	90	External
678998272837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External

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
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998272837		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:20:47 PM	18 Aug, 2025 05:24:39 PM	18 Aug, 2025 12:32:34 PM	0:09:24	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998353022		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Aug, 2025 05:41:06 PM	18 Aug, 2025 05:42:47 PM	18 Aug, 2025 05:13:12 PM	0:11:39	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998361917	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998361917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:25:53 PM	18 Aug, 2025 05:45:05 PM	18 Aug, 2025 04:55:49 PM	0:08:13	100	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998301423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:40:14 PM	18 Aug, 2025 05:50:58 PM	18 Aug, 2025 02:06:32 PM	0:07:14	75	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998302014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:55:08 PM	18 Aug, 2025 05:59:53 PM	18 Aug, 2025 02:13:51 PM	0:09:01	100	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998204095	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998204095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:53:07 PM	18 Aug, 2025 06:05:58 PM	15 Aug, 2025 09:40:15 PM	0:12:01	80	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998139616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:23:07 PM	18 Aug, 2025 06:11:40 PM	15 Aug, 2025 05:35:46 PM	0:19:46	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External

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
678998302252	[redacted]		CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
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678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998302252			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:14:41 PM	18 Aug, 2025 06:25:25 PM	18 Aug, 2025 02:32:22 PM	0:12:06	85	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
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678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360380			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 05:51:23 PM	18 Aug, 2025 06:26:09 PM	18 Aug, 2025 04:50:42 PM	0:06:10	90	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External

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
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998360070		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:37:59 PM	18 Aug, 2025 06:50:42 PM	18 Aug, 2025 05:31:59 PM	0:08:01	100	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998173960		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:32:12 PM	18 Aug, 2025 06:56:00 PM	15 Aug, 2025 07:36:23 PM	0:11:21	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998075042	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998075042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:46:27 PM	18 Aug, 2025 07:04:35 PM	15 Aug, 2025 01:50:12 PM	0:16:09	90	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998382928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:52:00 PM	18 Aug, 2025 07:09:08 PM	18 Aug, 2025 05:59:22 PM	0:10:17	70	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998364317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 07:20:15 PM	18 Aug, 2025 07:28:38 PM	18 Aug, 2025 05:06:28 PM	0:12:18	95	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998340374	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998340374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 07:28:01 PM	18 Aug, 2025 07:39:04 PM	18 Aug, 2025 03:52:49 PM	0:11:47	100	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998174500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 06:58:52 PM	18 Aug, 2025 07:43:04 PM	15 Aug, 2025 07:37:54 PM	0:13:03	90	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998382857	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998382857			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	18 Aug, 2025 07:04:32 PM	18 Aug, 2025 07:43:07 PM	18 Aug, 2025 06:40:37 PM	0:05:25	100	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998283145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 07:43:05 PM	18 Aug, 2025 07:53:32 PM	18 Aug, 2025 01:27:41 PM	0:12:20	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998005992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 08:12:48 PM	18 Aug, 2025 08:16:42 PM	14 Aug, 2025 08:01:07 PM	0:12:25	95	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998404220	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998404220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 08:12:04 PM	18 Aug, 2025 08:17:21 PM	18 Aug, 2025 07:02:31 PM	0:10:49	85	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998274284			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Aug, 2025 07:47:28 PM	18 Aug, 2025 08:17:36 PM	18 Aug, 2025 12:37:32 PM	0:08:03	95	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998370121			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External

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
678998370121	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 08:19:17 PM	18 Aug, 2025 08:31:51 PM	18 Aug, 2025 05:25:37 PM	0:10:01	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998369808			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 08:18:29 PM	18 Aug, 2025 08:44:49 PM	18 Aug, 2025 06:01:13 PM	0:06:23	100	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678998406233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 08:35:42 PM	18 Aug, 2025 08:46:27 PM	18 Aug, 2025 07:07:52 PM	0:10:20	70	External
678997884846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997884846	[redacted]	[redacted]	TE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678997884846			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 08:51:05 PM	18 Aug, 2025 08:52:22 PM	14 Aug, 2025 01:00:42 PM	0:15:50	95	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678998319446			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Aug, 2025 09:17:10 PM	18 Aug, 2025 09:18:49 PM	18 Aug, 2025 02:53:04 PM	0:11:17	100	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997655150	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
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678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678997655150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 09:37:21 PM	18 Aug, 2025 09:41:22 PM	12 Aug, 2025 08:39:52 PM	0:09:06	95	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
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678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998440684			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 09:31:45 PM	18 Aug, 2025 09:48:41 PM	18 Aug, 2025 08:54:49 PM	0:12:32	50	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998269739	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998269739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Aug, 2025 10:02:50 PM	18 Aug, 2025 10:12:01 PM	18 Aug, 2025 12:10:17 PM	0:15:53	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998370542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Aug, 2025 10:11:33 AM	19 Aug, 2025 10:22:01 AM	18 Aug, 2025 05:20:29 PM	0:11:11	85	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998448158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Aug, 2025 10:35:56 AM	19 Aug, 2025 10:41:48 AM	18 Aug, 2025 09:28:42 PM	0:12:21	95	External
678998430914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External

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
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998430914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 11:23:03 AM	19 Aug, 2025 11:29:01 AM	18 Aug, 2025 08:22:26 PM	0:09:56	100	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998418208		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 11:59:27 AM	19 Aug, 2025 12:20:55 PM	18 Aug, 2025 07:43:54 PM	0:11:37	95	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External

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
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998443313		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 12:22:51 PM	19 Aug, 2025 12:31:11 PM	18 Aug, 2025 09:04:07 PM	0:09:50	90	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998451014		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 12:56:47 PM	19 Aug, 2025 01:07:06 PM	18 Aug, 2025 09:56:20 PM	0:10:40	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998377634	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998377634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 12:21:43 PM	19 Aug, 2025 01:11:50 PM	18 Aug, 2025 05:45:51 PM	0:17:26	100	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998405961			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:08:34 PM	19 Aug, 2025 01:17:15 PM	18 Aug, 2025 07:07:55 PM	0:06:02	95	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998269743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:21:30 PM	19 Aug, 2025 01:25:25 PM	18 Aug, 2025 12:05:02 PM	0:09:23	100	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External

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
678998390302	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998390302			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:17:43 PM	19 Aug, 2025 01:27:25 PM	18 Aug, 2025 06:20:37 PM	0:11:30	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998444853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:39:02 PM	18 Aug, 2025 09:17:05 PM	0:18:19	95	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998448104	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998448104			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:28:45 PM	19 Aug, 2025 01:43:22 PM	18 Aug, 2025 09:26:50 PM	0:10:21	80	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998482479			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:44:54 PM	19 Aug, 2025 01:50:16 PM	19 Aug, 2025 12:46:45 PM	0:09:26	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998365117			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:47:20 PM	19 Aug, 2025 01:53:07 PM	18 Aug, 2025 05:11:44 PM	0:16:00	100	External
678998306810			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External

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
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998306810		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 01:48:43 PM	19 Aug, 2025 02:09:08 PM	18 Aug, 2025 02:25:37 PM	0:14:43	95	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ge be no	19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
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678998437083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 02:10:25 PM	19 Aug, 2025 02:13:57 PM	18 Aug, 2025 08:45:38 PM	0:09:45	90	External
678998188813		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
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678998188813		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External

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
678998188813	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998188813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 02:19:23 PM	19 Aug, 2025 02:44:42 PM	15 Aug, 2025 08:57:52 PM	0:16:17	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
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678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998480891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 02:46:48 PM	19 Aug, 2025 03:01:15 PM	19 Aug, 2025 12:42:46 PM	0:15:51	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998387483	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
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678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998387483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 12:34:56 PM	19 Aug, 2025 03:37:31 PM	18 Aug, 2025 06:11:56 PM	0:09:46	95	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
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678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
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678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998437344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 03:53:55 PM	19 Aug, 2025 04:05:01 PM	18 Aug, 2025 08:40:02 PM	0:10:04	90	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External

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
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998379427	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 04:24:16 PM	19 Aug, 2025 04:32:35 PM	18 Aug, 2025 06:32:45 PM	0:09:27	95	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998403575	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 04:25:43 PM	19 Aug, 2025 04:47:00 PM	18 Aug, 2025 07:05:09 PM	0:15:02	100	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998347303	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	9 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998347303			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		9 Aug, 2025 04:43:42 PM	19 Aug, 2025 04:51:39 PM	18 Aug, 2025 05:00:46 PM	0:10:22	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998481972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		9 Aug, 2025 04:52:59 PM	19 Aug, 2025 05:08:57 PM	19 Aug, 2025 12:44:36 PM	0:22:49	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998491604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		9 Aug, 2025 05:10:11 PM	19 Aug, 2025 05:16:22 PM	19 Aug, 2025 01:47:11 PM	0:10:05	95	External
678998535288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		9 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		9 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		9 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		9 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		9 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External

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
678998535288	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998535288		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 04:53:45 PM	19 Aug, 2025 05:18:12 PM	19 Aug, 2025 03:48:29 PM	0:12:54	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
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678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
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678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998518356		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 05:27:39 PM	19 Aug, 2025 05:31:20 PM	19 Aug, 2025 03:35:29 PM	0:16:52	100	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External

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
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678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
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678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
678998068801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Aug, 2025 06:32:11 PM	19 Aug, 2025 06:36:22 PM	15 Aug, 2025 01:30:11 PM	0:08:03	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
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680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060562730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Aug, 2025 07:01:45 PM	19 Aug, 2025 07:08:10 PM	19 Aug, 2025 05:13:39 PM	0:10:06	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060566889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060566889	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	19 Aug, 2025 06:54:02 PM	19 Aug, 2025 07:16:38 PM	19 Aug, 2025 05:29:51 PM	0:30:20	95	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
680060560452			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 07:51:55 PM	19 Aug, 2025 08:02:03 PM	19 Aug, 2025 05:05:51 PM	0:15:57	100	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
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678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
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678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
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678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
678998554982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 08:12:14 PM	19 Aug, 2025 08:16:49 PM	19 Aug, 2025 04:53:44 PM	0:12:06	95	External
680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
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680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External

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
680060579477	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
680060579477		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 08:36:41 PM	19 Aug, 2025 08:41:40 PM	19 Aug, 2025 06:18:43 PM	0:09:46	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
678998504867		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 08:57:00 PM	19 Aug, 2025 08:57:32 PM	19 Aug, 2025 02:12:15 PM	0:24:03	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060595689	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
680060595689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 09:08:09 PM	19 Aug, 2025 09:13:55 PM	19 Aug, 2025 07:06:57 PM	0:16:07	100	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998507705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Aug, 2025 09:22:23 PM	19 Aug, 2025 09:44:45 PM	19 Aug, 2025 02:22:18 PM	0:12:18	95	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
678998545356			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Aug, 2025 10:10:38 AM	20 Aug, 2025 10:15:21 AM	19 Aug, 2025 05:03:25 PM	0:10:26	100	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060607378	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
680060607378			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Aug, 2025 10:54:16 AM	20 Aug, 2025 10:58:38 AM	19 Aug, 2025 08:25:31 PM	0:10:15	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
678998417998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 10:38:52 AM	20 Aug, 2025 10:58:46 AM	18 Aug, 2025 08:19:08 PM	0:11:34	90	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060559312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 10:57:47 AM	20 Aug, 2025 11:09:29 AM	19 Aug, 2025 05:02:16 PM	0:08:18	100	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060576654	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060576654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 11:14:29 AM	20 Aug, 2025 11:24:41 AM	19 Aug, 2025 06:07:28 PM	0:09:52	80	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
680060603602			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 11:13:06 AM	20 Aug, 2025 11:29:04 AM	19 Aug, 2025 07:32:24 PM	0:07:34	50	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998387701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
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678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
678998387701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 11:45:06 AM	20 Aug, 2025 11:55:17 AM	18 Aug, 2025 06:12:05 PM	0:09:10	100	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
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680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
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680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
680060593037			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 11:51:42 AM	20 Aug, 2025 12:05:38 PM	19 Aug, 2025 06:57:11 PM	0:10:42	95	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
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678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External

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
678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
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678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
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678998486095	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:03:40 PM	20 Aug, 2025 12:24:04 PM	19 Aug, 2025 01:06:37 PM	0:09:15	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
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678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
678998532456	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:06:44 PM	20 Aug, 2025 12:24:19 PM	19 Aug, 2025 03:38:27 PM	0:13:54	100	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
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680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060602164	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060602164	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	20 Aug, 2025 12:24:40 PM	20 Aug, 2025 12:42:37 PM	19 Aug, 2025 07:27:01 PM	0:08:41	70	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
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680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060597286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:42:07 PM	20 Aug, 2025 12:45:24 PM	19 Aug, 2025 07:10:05 PM	0:10:56	100	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060559491			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:45:34 PM	20 Aug, 2025 01:02:08 PM	19 Aug, 2025 05:02:22 PM	0:12:04	70	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060626760	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
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680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060626760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 01:00:38 PM	20 Aug, 2025 01:08:09 PM	19 Aug, 2025 09:17:49 PM	0:09:13	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
680060613154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:53:58 PM	20 Aug, 2025 01:11:33 PM	19 Aug, 2025 08:04:48 PM	0:10:46	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998423939	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
678998423939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 12:41:39 PM	20 Aug, 2025 01:29:30 PM	18 Aug, 2025 08:02:20 PM	0:16:16	90	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
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680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
680060611481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 01:22:38 PM	20 Aug, 2025 01:29:32 PM	19 Aug, 2025 08:00:05 PM	0:10:16	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998545105	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
678998545105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 01:32:24 PM	20 Aug, 2025 01:47:20 PM	19 Aug, 2025 04:26:40 PM	0:13:18	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060620186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 01:40:00 PM	20 Aug, 2025 01:49:15 PM	19 Aug, 2025 08:29:13 PM	0:09:01	100	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060572408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 02:26:20 PM	20 Aug, 2025 02:41:27 PM	19 Aug, 2025 05:48:01 PM	0:15:19	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060677964	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060677964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 01:53:30 PM	20 Aug, 2025 03:15:43 PM	20 Aug, 2025 01:13:05 PM	0:10:34	90	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
680060706646			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:27:21 PM	20 Aug, 2025 03:37:36 PM	20 Aug, 2025 02:51:13 PM	0:08:11	95	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External

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
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
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678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998473686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:24:34 PM	20 Aug, 2025 03:46:03 PM	19 Aug, 2025 12:08:51 PM	0:11:20	85	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
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678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
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678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
678998381528		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:29:42 PM	20 Aug, 2025 03:49:46 PM	18 Aug, 2025 05:54:35 PM	0:07:49	100	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060570791	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
680060570791			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:38:20 PM	20 Aug, 2025 03:52:13 PM	19 Aug, 2025 05:40:30 PM	0:11:09	85	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
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678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
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678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure				20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998321530			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:52:24 PM	20 Aug, 2025 03:59:54 PM	18 Aug, 2025 03:00:40 PM	0:15:46	95	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
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678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
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678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998437614	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
678998437614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 03:39:37 PM	20 Aug, 2025 04:30:35 PM	18 Aug, 2025 09:20:32 PM	0:11:50	75	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060638189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:30:57 PM	20 Aug, 2025 04:33:44 PM	19 Aug, 2025 09:44:18 PM	0:11:32	100	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
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680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060706023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:28:16 PM	20 Aug, 2025 04:37:38 PM	20 Aug, 2025 02:50:14 PM	0:14:14	95	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External

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
680060685027	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
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680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
680060685027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:02:03 PM	20 Aug, 2025 04:38:58 PM	20 Aug, 2025 01:40:23 PM	0:11:13	55	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998366612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:36:09 PM	20 Aug, 2025 04:54:50 PM	18 Aug, 2025 05:12:44 PM	0:13:39	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998524002	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
678998524002			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:53:25 PM	20 Aug, 2025 05:23:00 PM	19 Aug, 2025 03:14:09 PM	0:25:42	100	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060558469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 05:16:01 PM	20 Aug, 2025 05:26:49 PM	19 Aug, 2025 05:04:12 PM	0:14:32	90	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External
680060708454			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Aug, 2025 05:26:55 PM	20 Aug, 2025 05:38:29 PM	20 Aug, 2025 03:02:09 PM	0:10:43	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998269579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
678998269579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Aug, 2025 05:41:10 PM	20 Aug, 2025 05:59:36 PM	18 Aug, 2025 12:16:04 PM	0:13:23	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060638874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Aug, 2025 06:05:51 PM	20 Aug, 2025 06:10:04 PM	19 Aug, 2025 09:57:00 PM	0:08:08	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External

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
680060665882	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
680060665882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 05:56:15 PM	20 Aug, 2025 06:11:39 PM	20 Aug, 2025 12:12:20 PM	0:08:53	100	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
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678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
678998273304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 06:00:59 PM	20 Aug, 2025 06:26:25 PM	18 Aug, 2025 12:34:05 PM	0:22:10	95	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External

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
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060723018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 06:23:21 PM	20 Aug, 2025 06:26:45 PM	20 Aug, 2025 03:48:08 PM	0:09:30	100	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
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680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060631574	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 06:15:16 PM	20 Aug, 2025 06:45:33 PM	19 Aug, 2025 09:10:16 PM	0:13:38	60	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External

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
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
680060721925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 06:34:09 PM	20 Aug, 2025 06:48:03 PM	20 Aug, 2025 03:43:20 PM	0:20:43	90	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
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678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
678998487107		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 06:29:38 PM	20 Aug, 2025 07:28:37 PM	19 Aug, 2025 01:06:56 PM	0:17:38	85	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060588569	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060588569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 07:44:34 PM	20 Aug, 2025 07:47:59 PM	19 Aug, 2025 06:43:57 PM	0:14:31	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
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680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
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680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060722570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 07:34:17 PM	20 Aug, 2025 07:54:47 PM	20 Aug, 2025 03:47:29 PM	0:11:48	95	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060632378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 07:38:13 PM	20 Aug, 2025 07:57:33 PM	19 Aug, 2025 09:15:38 PM	0:11:30	90	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060604589	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
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680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060604589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:17:00 PM	20 Aug, 2025 08:18:51 PM	19 Aug, 2025 07:37:39 PM	0:16:22	95	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
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680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060718394			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:01:09 PM	20 Aug, 2025 08:19:56 PM	20 Aug, 2025 03:28:40 PM	0:16:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060775066		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:22:54 PM	20 Aug, 2025 08:33:08 PM	20 Aug, 2025 06:45:56 PM	0:08:31	90	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060684619		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:35:55 PM	20 Aug, 2025 08:45:20 PM	20 Aug, 2025 01:40:15 PM	0:06:12	85	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External

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
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
680060689922		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:34:59 PM	20 Aug, 2025 08:47:10 PM	20 Aug, 2025 01:57:47 PM	0:07:44	50	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998545108		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 04:56:54 PM	20 Aug, 2025 08:59:10 PM	19 Aug, 2025 04:23:39 PM	0:04:29	100	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998538881	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998538881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:51:25 PM	20 Aug, 2025 09:00:35 PM	19 Aug, 2025 04:01:12 PM	0:07:50	95	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
678998141883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 09:00:37 PM	20 Aug, 2025 09:05:20 PM	15 Aug, 2025 05:39:31 PM	0:04:43	100	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
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680060775841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 08:58:34 PM	20 Aug, 2025 09:09:55 PM	20 Aug, 2025 06:56:00 PM	0:13:35	75	External
680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
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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
680060609408	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	[redacted]	20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
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680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
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680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
680060609408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		20 Aug, 2025 09:03:52 PM	20 Aug, 2025 09:13:31 PM	19 Aug, 2025 07:51:35 PM	0:09:37	85	External
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680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
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680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
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680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
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680060782305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		20 Aug, 2025 09:13:53 PM	20 Aug, 2025 09:17:55 PM	20 Aug, 2025 07:13:25 PM	0:11:28	95	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
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678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
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678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External

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
678998546683	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
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678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
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678998546683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 09:17:45 PM	20 Aug, 2025 09:18:27 PM	19 Aug, 2025 04:27:23 PM	0:12:32	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
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678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
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678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
678998451837			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 09:36:54 PM	20 Aug, 2025 09:42:30 PM	18 Aug, 2025 09:44:22 PM	0:11:45	100	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
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680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
680060730495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060730495	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	20 Aug, 2025 10:02:26 PM	20 Aug, 2025 10:06:10 PM	20 Aug, 2025 04:08:45 PM	0:11:32	95	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
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678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
678998407285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 10:25:59 PM	20 Aug, 2025 10:32:23 PM	18 Aug, 2025 07:16:01 PM	0:12:16	75	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
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680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
680060564945			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 10:46:23 PM	20 Aug, 2025 10:53:31 PM	19 Aug, 2025 05:20:37 PM	0:13:51	100	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998156689	[redacted]	[redacted]	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
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678998156689			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	20 Aug, 2025 11:11:16 PM	20 Aug, 2025 11:16:31 PM	15 Aug, 2025 06:35:30 PM	0:16:20	90	External
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678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
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678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
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678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
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678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998202338			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Aug, 2025 11:31:41 PM	20 Aug, 2025 11:39:30 PM	15 Aug, 2025 09:35:27 PM	0:18:55	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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678998474753			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998474753			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Aug, 2025 11:55:23 PM	20 Aug, 2025 11:57:22 PM	19 Aug, 2025 12:11:38 PM	0:11:32	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998441845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:09:06 AM	21 Aug, 2025 12:13:11 AM	18 Aug, 2025 09:03:20 PM	0:17:24	95	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998546089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:27:51 AM	21 Aug, 2025 12:29:49 AM	19 Aug, 2025 04:29:15 PM	0:12:17	100	External
678998552026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998552026		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:45:43 AM	21 Aug, 2025 12:47:13 AM	19 Aug, 2025 04:48:05 PM	0:10:56	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
678998495686		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 01:04:30 AM	21 Aug, 2025 01:10:11 AM	19 Aug, 2025 01:40:24 PM	0:13:57	95	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External

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
680060732067	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060732067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 01:26:07 AM	21 Aug, 2025 01:30:05 AM	20 Aug, 2025 04:15:00 PM	0:09:17	90	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
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680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
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680060762704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 01:46:48 AM	21 Aug, 2025 02:01:32 AM	20 Aug, 2025 06:17:37 PM	0:10:25	95	External
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680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
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680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
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680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External
680060807085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 10:15:13 AM	21 Aug, 2025 10:19:34 AM	20 Aug, 2025 08:53:10 PM	0:09:21	95	External

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
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680060730470	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 10:37:03 AM	21 Aug, 2025 10:48:59 AM	20 Aug, 2025 04:11:51 PM	0:12:49	95	External
680060730470	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 10:37:03 AM	21 Aug, 2025 10:48:59 AM	20 Aug, 2025 04:11:51 PM	0:12:49	95	External
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680060730470	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 10:37:03 AM	21 Aug, 2025 10:48:59 AM	20 Aug, 2025 04:11:51 PM	0:12:49	95	External
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680060730470	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 10:37:03 AM	21 Aug, 2025 10:48:59 AM	20 Aug, 2025 04:11:51 PM	0:12:49	95	External
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678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
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678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
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678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
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678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
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678998487896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 10:28:59 AM	21 Aug, 2025 10:56:10 AM	19 Aug, 2025 01:13:14 PM	0:09:09	100	External
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680060787851	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External

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680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060787851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 11:06:34 AM	21 Aug, 2025 11:11:17 AM	20 Aug, 2025 07:31:28 PM	0:12:17	100	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
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680060752868			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 11:03:46 AM	21 Aug, 2025 11:15:45 AM	20 Aug, 2025 05:27:11 PM	0:11:02	90	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
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680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060784804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		21 Aug, 2025 11:05:14 AM	21 Aug, 2025 11:25:12 AM	20 Aug, 2025 07:21:26 PM	0:16:24	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
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680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
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680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060790047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		21 Aug, 2025 11:22:30 AM	21 Aug, 2025 11:26:38 AM	20 Aug, 2025 07:37:54 PM	0:10:47	100	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
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680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
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680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060750113	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060750113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 11:17:40 AM	21 Aug, 2025 11:34:08 AM	20 Aug, 2025 05:17:33 PM	0:07:53	80	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060672546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:08:06 PM	21 Aug, 2025 12:12:56 PM	20 Aug, 2025 12:45:14 PM	0:11:59	90	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
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680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure				21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External

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
680060675523	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060675523			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 11:38:36 AM	21 Aug, 2025 12:22:34 PM	20 Aug, 2025 01:00:36 PM	0:19:39	85	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060726766			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:16:56 PM	21 Aug, 2025 12:28:53 PM	20 Aug, 2025 03:58:06 PM	0:11:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
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680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
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680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060793890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:32:38 PM	21 Aug, 2025 12:42:37 PM	20 Aug, 2025 07:53:46 PM	0:07:14	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060845395	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060845395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 12:56:06 PM	21 Aug, 2025 01:00:19 PM	21 Aug, 2025 12:15:16 PM	0:09:06	100	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060720445			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 12:28:17 PM	21 Aug, 2025 01:25:58 PM	20 Aug, 2025 03:37:48 PM	0:14:43	95	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060771702			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External

Master Contac	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
680060771702	CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	21 Aug, 2025 01:24:18 PM	21 Aug, 2025 01:29:16 PM	20 Aug, 2025 06:41:15 PM	0:09:43	85	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060778418	CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 01:44:28 PM	21 Aug, 2025 01:48:19 PM	20 Aug, 2025 07:00:59 PM	0:12:11	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060721831	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 01:30:15 PM	21 Aug, 2025 01:49:08 PM	20 Aug, 2025 03:40:57 PM	0:10:50	95	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External

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
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060788034		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 12:56:03 PM	21 Aug, 2025 01:52:16 PM	20 Aug, 2025 07:32:37 PM	0:11:18	65	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060844094		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Aug, 2025 01:53:23 PM	21 Aug, 2025 02:00:51 PM	21 Aug, 2025 12:05:50 PM	0:09:46	100	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060627683	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060627683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 01:58:50 PM	21 Aug, 2025 02:08:57 PM	19 Aug, 2025 08:58:06 PM	0:16:41	75	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060806142			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 01:57:39 PM	21 Aug, 2025 02:15:15 PM	20 Aug, 2025 08:35:02 PM	0:12:42	95	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060792854			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Aug, 2025 02:13:14 PM	21 Aug, 2025 02:17:33 PM	20 Aug, 2025 07:58:51 PM	0:08:59	100	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External

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
680060723814	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060723814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 02:06:40 PM	21 Aug, 2025 02:31:10 PM	20 Aug, 2025 03:51:36 PM	0:11:33	80	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060760566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 02:29:18 PM	21 Aug, 2025 02:34:43 PM	20 Aug, 2025 05:57:35 PM	0:13:19	100	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External

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
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060814603		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 01:46:04 PM	21 Aug, 2025 02:43:40 PM	20 Aug, 2025 09:09:20 PM	0:12:35	75	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060865138		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:				21 Aug, 2025 02:41:14 PM	21 Aug, 2025 02:45:26 PM	21 Aug, 2025 01:54:56 PM	0:11:25	100	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External

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
680060727368		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	[redacted]	21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060727368		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		21 Aug, 2025 02:40:18 PM	21 Aug, 2025 02:50:11 PM	20 Aug, 2025 03:58:51 PM	0:10:22	95	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
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680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060746972		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		21 Aug, 2025 03:04:55 PM	21 Aug, 2025 03:16:44 PM	20 Aug, 2025 05:05:04 PM	0:09:58	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
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680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
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680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060729169		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		21 Aug, 2025 03:17:08 PM	21 Aug, 2025 03:18:11 PM	20 Aug, 2025 04:04:25 PM	0:12:15	100	External
680060806901		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060806901	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
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680060806901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 02:30:56 PM	21 Aug, 2025 03:34:52 PM	20 Aug, 2025 08:42:43 PM	0:12:15	60	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
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680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
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680060794365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 03:21:10 PM	21 Aug, 2025 03:37:37 PM	20 Aug, 2025 07:54:08 PM	0:10:56	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060753371	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
680060753371			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 03:40:34 PM	21 Aug, 2025 03:52:11 PM	20 Aug, 2025 05:29:44 PM	0:11:42	90	External
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680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
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680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
680060871510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 03:18:50 PM	21 Aug, 2025 04:01:06 PM	21 Aug, 2025 02:07:12 PM	0:10:58	95	External
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680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
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680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060855186	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060855186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 03:57:53 PM	21 Aug, 2025 04:16:06 PM	21 Aug, 2025 01:07:03 PM	0:12:23	90	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060852241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 04:15:44 PM	21 Aug, 2025 04:21:09 PM	21 Aug, 2025 01:12:30 PM	0:11:14	100	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060612743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060612743	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Aug, 2025 04:06:44 PM	21 Aug, 2025 04:23:01 PM	19 Aug, 2025 08:04:11 PM	0:12:56	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060759417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 04:07:00 PM	21 Aug, 2025 04:32:47 PM	20 Aug, 2025 05:59:40 PM	0:19:26	95	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060898104			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Aug, 2025 04:23:35 PM	21 Aug, 2025 04:36:28 PM	21 Aug, 2025 04:05:24 PM	0:09:19	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060783516	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060783516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 04:48:30 PM	21 Aug, 2025 04:51:34 PM	20 Aug, 2025 07:21:04 PM	0:12:26	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060871131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 04:34:39 PM	21 Aug, 2025 04:59:27 PM	21 Aug, 2025 02:10:04 PM	0:23:25	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External
680060741206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 04:52:56 PM	21 Aug, 2025 05:16:01 PM	20 Aug, 2025 04:46:10 PM	0:11:30	100	External

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
680060845557	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060845557		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 05:13:58 PM	21 Aug, 2025 05:16:53 PM	21 Aug, 2025 12:20:16 PM	0:12:50	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060850625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 05:27:02 PM	21 Aug, 2025 05:28:17 PM	21 Aug, 2025 12:43:46 PM	0:10:23	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060716937	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060716937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 05:32:40 PM	21 Aug, 2025 05:35:04 PM	20 Aug, 2025 03:25:30 PM	0:10:40	95	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060890877			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Aug, 2025 05:21:43 PM	21 Aug, 2025 05:41:29 PM	21 Aug, 2025 03:40:45 PM	0:11:02	90	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060899052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 05:54:44 PM	21 Aug, 2025 06:00:28 PM	21 Aug, 2025 04:14:32 PM	0:09:51	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060615029	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
680060615029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:00:05 PM	21 Aug, 2025 06:05:39 PM	19 Aug, 2025 08:14:23 PM	0:14:17	100	External
678998487210			CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
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678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
678998487210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 05:45:32 PM	21 Aug, 2025 06:11:06 PM	19 Aug, 2025 01:10:29 PM	0:15:40	75	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External

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
680060894251	[redacted]	[redacted]	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060894251			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:06:15 PM	21 Aug, 2025 06:13:54 PM	21 Aug, 2025 03:21:59 PM	0:11:53	85	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060811203			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:16:26 PM	21 Aug, 2025 06:18:55 PM	20 Aug, 2025 08:58:21 PM	0:13:03	95	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External

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
680060763366	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060763366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 06:07:04 PM	21 Aug, 2025 06:26:22 PM	20 Aug, 2025 06:05:52 PM	0:11:57	55	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060892072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 06:29:24 PM	21 Aug, 2025 06:42:26 PM	21 Aug, 2025 03:14:18 PM	0:10:30	100	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060882095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 06:15:52 PM	21 Aug, 2025 06:54:50 PM	21 Aug, 2025 02:40:16 PM	0:11:00	85	External
680060746967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
680060746967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68006074696	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006074696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:57:26 PM	21 Aug, 2025 06:58:26 PM	20 Aug, 2025 05:09:31 PM	0:10:50	100	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	re	21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006066684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:48:52 PM	21 Aug, 2025 07:10:56 PM	20 Aug, 2025 12:19:06 PM	0:14:51	85	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
68006087331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060873315	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060873315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 07:10:17 PM	21 Aug, 2025 07:16:31 PM	21 Aug, 2025 02:13:31 PM	0:10:25	75	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
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680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
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680060774698			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 06:59:37 PM	21 Aug, 2025 07:19:21 PM	20 Aug, 2025 06:45:03 PM	0:16:12	95	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
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680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External

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
680060895799	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060895799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 06:57:58 PM	21 Aug, 2025 07:21:29 PM	21 Aug, 2025 03:35:43 PM	0:22:17	100	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3		21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
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680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060874857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 07:28:27 PM	21 Aug, 2025 07:40:43 PM	21 Aug, 2025 02:15:44 PM	0:13:20	90	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
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680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
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680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External
680060855267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 07:42:23 PM	21 Aug, 2025 07:46:08 PM	21 Aug, 2025 01:08:26 PM	0:12:59	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060866067	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
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680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060866067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 07:23:49 PM	21 Aug, 2025 07:47:52 PM	21 Aug, 2025 01:48:11 PM	0:22:20	100	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
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680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060787710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 07:28:44 PM	21 Aug, 2025 07:48:28 PM	20 Aug, 2025 07:33:19 PM	0:12:58	70	External
680060889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
680060889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External

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
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6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
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6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
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6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606889394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 07:52:13 PM	21 Aug, 2025 07:56:36 PM	21 Aug, 2025 03:05:15 PM	0:13:03	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
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6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
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6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606676571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 08:10:22 PM	21 Aug, 2025 08:14:17 PM	20 Aug, 2025 01:12:18 PM	0:09:43	100	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
6800606902038			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68006090203	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006090203			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 07:53:50 PM	21 Aug, 2025 08:14:55 PM	21 Aug, 2025 03:48:14 PM	0:13:31	85	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006067701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 08:37:49 PM	21 Aug, 2025 08:43:49 PM	20 Aug, 2025 01:14:08 PM	0:12:41	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
68006094083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060940834	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
680060940834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
680060940834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 08:20:48 PM	21 Aug, 2025 08:58:57 PM	21 Aug, 2025 06:12:53 PM	0:15:03	95	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060924653			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 08:52:32 PM	21 Aug, 2025 09:05:24 PM	21 Aug, 2025 05:15:24 PM	0:12:04	75	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060748888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Aug, 2025 09:05:28 PM	21 Aug, 2025 09:17:41 PM	20 Aug, 2025 05:15:05 PM	0:13:23	100	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060764662	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
680060764662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 09:22:17 PM	21 Aug, 2025 09:25:41 PM	20 Aug, 2025 06:15:02 PM	0:11:22	95	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
678998553861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 09:38:32 PM	21 Aug, 2025 09:43:57 PM	19 Aug, 2025 04:50:45 PM	0:11:16	100	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External

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
680060613933	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060613933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 09:58:17 PM	21 Aug, 2025 10:08:43 PM	19 Aug, 2025 08:09:16 PM	0:12:45	90	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060855113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Aug, 2025 10:29:50 PM	21 Aug, 2025 10:37:13 PM	21 Aug, 2025 01:04:32 PM	0:13:45	100	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060884024	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060884024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:15:22 AM	22 Aug, 2025 12:17:42 AM	21 Aug, 2025 02:48:28 PM	0:14:58	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060626721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:34:33 AM	22 Aug, 2025 12:36:40 AM	19 Aug, 2025 08:55:11 PM	0:12:02	95	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060808213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:01:45 AM	22 Aug, 2025 01:09:12 AM	20 Aug, 2025 08:43:48 PM	0:15:40	90	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060713743	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060713743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:28:35 AM	22 Aug, 2025 01:40:40 AM	20 Aug, 2025 03:14:41 PM	0:09:52	95	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
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680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
680060722640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 02:25:44 AM	22 Aug, 2025 02:53:20 AM	20 Aug, 2025 03:48:55 PM	0:14:32	55	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998487869	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
678998487869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 10:03:05 AM	22 Aug, 2025 10:04:11 AM	19 Aug, 2025 01:16:13 PM	0:11:35	100	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060961895			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 10:18:56 AM	22 Aug, 2025 10:23:41 AM	21 Aug, 2025 07:35:50 PM	0:10:12	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
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680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
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680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060886552			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 10:38:49 AM	22 Aug, 2025 10:50:31 AM	21 Aug, 2025 03:20:02 PM	0:12:54	85	External
680060910947			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External

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
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060910947		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Aug, 2025 10:57:55 AM	22 Aug, 2025 11:15:45 AM	21 Aug, 2025 04:59:43 PM	0:12:08	85	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060947571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 11:38:06 AM	22 Aug, 2025 11:45:05 AM	21 Aug, 2025 07:22:44 PM	0:07:33	90	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060906800	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060906800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 11:34:13 AM	22 Aug, 2025 11:45:14 AM	21 Aug, 2025 04:07:38 PM	0:09:44	75	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060851415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:00:10 PM	22 Aug, 2025 12:05:45 PM	21 Aug, 2025 01:09:05 PM	0:12:08	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060918275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:22:03 PM	22 Aug, 2025 12:23:45 PM	21 Aug, 2025 04:47:57 PM	0:13:30	95	External
680060798022		3	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External

Master Contact	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
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
680060798022	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Aug, 2025 12:04:54 PM	22 Aug, 2025 12:51:44 PM	20 Aug, 2025 08:10:37 PM	0:20:01	45	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998415282	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
678998415282			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:36:47 PM	22 Aug, 2025 12:53:39 PM	18 Aug, 2025 07:37:37 PM	0:11:04	70	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680060979496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:07:42 PM	22 Aug, 2025 01:08:37 PM	21 Aug, 2025 08:37:51 PM	0:14:52	100	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061017877			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:05:34 PM	22 Aug, 2025 01:11:43 PM	22 Aug, 2025 12:22:52 PM	0:05:33	85	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061022593	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061022593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:27:34 PM	22 Aug, 2025 01:29:37 PM	22 Aug, 2025 12:48:20 PM	0:10:49	100	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
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680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061019202			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:01:12 PM	22 Aug, 2025 01:30:07 PM	22 Aug, 2025 12:29:52 PM	0:18:12	90	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061016460	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680061016460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 12:51:41 PM	22 Aug, 2025 01:31:45 PM	22 Aug, 2025 12:14:16 PM	0:09:51	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
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680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680060993116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 01:49:45 PM	22 Aug, 2025 01:53:46 PM	21 Aug, 2025 09:36:54 PM	0:09:12	100	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061027097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External

Master Contac	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
680061027097	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 02:19:07 PM	22 Aug, 2025 02:22:38 PM	22 Aug, 2025 01:14:49 PM	0:15:52	85	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:				22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
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680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061028690	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 02:21:48 PM	22 Aug, 2025 02:22:55 PM	22 Aug, 2025 01:29:57 PM	0:09:15	100	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680061022180	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 02:19:06 PM	22 Aug, 2025 02:30:59 PM	22 Aug, 2025 12:45:45 PM	0:15:35	65	External
680060976846	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External

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
680060976846	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
680060976846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Aug, 2025 02:46:50 PM	22 Aug, 2025 03:00:27 PM	21 Aug, 2025 08:53:34 PM	0:08:49	60	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
678998487118			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998487118	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 Aug, 2025 02:46:09 PM	22 Aug, 2025 03:06:39 PM	19 Aug, 2025 01:30:06 PM	0:16:37	80	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061027511			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 03:00:56 PM	22 Aug, 2025 03:26:04 PM	22 Aug, 2025 01:12:59 PM	0:15:41	85	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061021423			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 03:32:14 PM	22 Aug, 2025 03:41:53 PM	22 Aug, 2025 12:42:15 PM	0:07:14	100	External
680061033522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External

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
680061033522	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	r fast	22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061033522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 03:44:01 PM	22 Aug, 2025 03:50:21 PM	22 Aug, 2025 01:38:14 PM	0:09:01	95	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	full	22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ete t	22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061028331		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 02:55:48 PM	22 Aug, 2025 04:01:48 PM	22 Aug, 2025 01:17:05 PM	0:09:52	65	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061055280	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061055280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	22 Aug, 2025 04:06:11 PM	22 Aug, 2025 04:07:11 PM	22 Aug, 2025 02:56:05 PM	0:07:53	100	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680061047070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	22 Aug, 2025 03:59:56 PM	22 Aug, 2025 04:08:17 PM	22 Aug, 2025 02:29:18 PM	0:09:02	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External

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
680060965874	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060965874			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:09:45 PM	22 Aug, 2025 04:11:38 PM	21 Aug, 2025 07:49:21 PM	0:20:04	95	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680060766343			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Aug, 2025 04:09:40 PM	22 Aug, 2025 04:27:52 PM	20 Aug, 2025 06:20:07 PM	0:09:42	75	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061041332			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:15:27 PM	22 Aug, 2025 04:31:47 PM	22 Aug, 2025 02:07:02 PM	0:11:48	95	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061045348	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061045348			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:31:24 PM	22 Aug, 2025 04:35:59 PM	22 Aug, 2025 02:25:46 PM	0:12:56	90	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061055640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:15:01 PM	22 Aug, 2025 04:37:45 PM	22 Aug, 2025 02:55:14 PM	0:13:58	65	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External

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
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
680061033857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:38:49 PM	22 Aug, 2025 04:41:57 PM	22 Aug, 2025 01:40:36 PM	0:09:25	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
678998120835			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:44:57 PM	22 Aug, 2025 04:49:24 PM	15 Aug, 2025 04:27:44 PM	0:13:42	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061065467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061065467	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 Aug, 2025 04:49:32 PM	22 Aug, 2025 04:54:30 PM	22 Aug, 2025 03:30:58 PM	0:13:53	95	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061033230			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:50:26 PM	22 Aug, 2025 05:01:30 PM	22 Aug, 2025 01:36:18 PM	0:08:52	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061068966			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:02:35 PM	22 Aug, 2025 05:11:24 PM	22 Aug, 2025 03:44:45 PM	0:07:43	100	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061086310	[redacted]	[redacted]	TE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061086310			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:12:07 PM	22 Aug, 2025 05:15:45 PM	22 Aug, 2025 04:47:04 PM	0:06:05	95	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
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680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
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680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
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680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680061059486			TE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:16:58 PM	22 Aug, 2025 05:34:38 PM	22 Aug, 2025 03:09:33 PM	0:11:43	80	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060953786	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680060953786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:24:17 PM	22 Aug, 2025 05:36:44 PM	21 Aug, 2025 07:41:03 PM	0:09:25	75	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
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680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061070792			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:37:48 PM	22 Aug, 2025 05:48:48 PM	22 Aug, 2025 04:07:20 PM	0:08:57	100	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
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680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061055001	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061055001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:50:12 PM	22 Aug, 2025 05:52:07 PM	22 Aug, 2025 02:55:50 PM	0:07:30	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061049405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:17:01 PM	22 Aug, 2025 05:52:13 PM	22 Aug, 2025 02:36:20 PM	0:10:28	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
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680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061028052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 05:50:19 PM	22 Aug, 2025 05:56:59 PM	22 Aug, 2025 01:15:38 PM	0:08:03	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061090198	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061090198			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:04:25 PM	22 Aug, 2025 06:07:13 PM	22 Aug, 2025 05:20:42 PM	0:14:54	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
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680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061061390			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:10:33 PM	22 Aug, 2025 06:23:13 PM	22 Aug, 2025 03:21:21 PM	0:14:24	95	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061091277	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061091277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:12:23 PM	22 Aug, 2025 06:25:01 PM	22 Aug, 2025 05:07:44 PM	0:15:29	100	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680061085293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:24:07 PM	22 Aug, 2025 06:43:03 PM	22 Aug, 2025 04:44:08 PM	0:09:23	90	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060974396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:38:09 PM	22 Aug, 2025 06:45:25 PM	21 Aug, 2025 08:16:21 PM	0:11:40	85	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680060947115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:47:43 PM	22 Aug, 2025 06:59:26 PM	21 Aug, 2025 06:38:49 PM	0:09:04	70	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061074220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 06:59:13 PM	22 Aug, 2025 07:10:30 PM	22 Aug, 2025 04:04:40 PM	0:07:11	95	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061102974	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061102974			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 07:44:09 PM	22 Aug, 2025 07:44:52 PM	22 Aug, 2025 05:52:43 PM	0:14:55	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061048978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 07:50:02 PM	22 Aug, 2025 07:56:34 PM	22 Aug, 2025 02:30:40 PM	0:12:52	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External

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
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061098407		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 08:15:05 PM	22 Aug, 2025 08:15:34 PM	22 Aug, 2025 05:41:36 PM	0:20:03	100	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680061118599		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 08:09:28 PM	22 Aug, 2025 08:23:40 PM	22 Aug, 2025 06:53:03 PM	0:15:35	90	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060972799	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680060972799			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 08:25:36 PM	22 Aug, 2025 08:31:55 PM	21 Aug, 2025 08:13:44 PM	0:12:03	75	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	se ar,	22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680061045162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 04:57:57 PM	22 Aug, 2025 08:44:12 PM	22 Aug, 2025 02:17:44 PM	0:14:46	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	sed	22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	PP,	22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
680060891387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060891387	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 Aug, 2025 09:08:20 PM	22 Aug, 2025 09:18:50 PM	21 Aug, 2025 03:12:20 PM	0:12:32	85	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
678998123549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 09:19:01 PM	22 Aug, 2025 09:36:31 PM	15 Aug, 2025 04:36:52 PM	0:07:19	95	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060796941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Aug, 2025 10:42:48 PM	22 Aug, 2025 10:58:21 PM	20 Aug, 2025 08:02:45 PM	0:25:39	90	External
680060938270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External

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
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680060938270		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Aug, 2025 12:40:28 AM	23 Aug, 2025 12:45:13 AM	21 Aug, 2025 06:04:01 PM	0:11:26	95	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680061133293		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 10:14:06 AM	25 Aug, 2025 10:20:29 AM	22 Aug, 2025 07:49:50 PM	0:10:19	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
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680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060845595	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680060845595			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 10:46:35 AM	25 Aug, 2025 10:48:10 AM	21 Aug, 2025 12:19:12 PM	0:10:55	100	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061077725			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 10:39:21 AM	25 Aug, 2025 10:58:41 AM	22 Aug, 2025 04:14:05 PM	0:09:24	20	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External

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680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
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680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061116589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 11:00:20 AM	25 Aug, 2025 11:16:32 AM	22 Aug, 2025 06:45:33 PM	0:12:13	55	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061045392			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 11:35:36 AM	25 Aug, 2025 11:39:53 AM	22 Aug, 2025 02:37:35 PM	0:10:43	80	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
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680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External

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680061141982	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061141982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 11:21:21 AM	25 Aug, 2025 11:41:34 AM	22 Aug, 2025 08:22:45 PM	0:08:04	85	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061016705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 11:35:39 AM	25 Aug, 2025 11:43:20 AM	22 Aug, 2025 12:15:58 PM	0:12:30	90	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680061036922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 01:30:47 PM	25 Aug, 2025 01:31:30 PM	22 Aug, 2025 02:04:52 PM	0:05:31	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060986121	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680060986121			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 01:33:32 PM	25 Aug, 2025 02:02:41 PM	21 Aug, 2025 09:33:16 PM	0:09:32	100	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061074678			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 02:16:28 PM	25 Aug, 2025 02:36:02 PM	22 Aug, 2025 04:04:46 PM	0:15:28	95	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
680061240713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External

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
68006124071	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
68006124071			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
68006124071			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 02:28:34 PM	25 Aug, 2025 02:40:10 PM	25 Aug, 2025 01:34:32 PM	0:17:22	85	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006124483			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:				25 Aug, 2025 02:53:56 PM	25 Aug, 2025 03:37:17 PM	25 Aug, 2025 01:48:00 PM	0:11:52	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006125999			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 03:44:51 PM	25 Aug, 2025 03:58:04 PM	25 Aug, 2025 02:35:15 PM	0:10:13	100	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
68006123839			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061238396	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061238396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 04:06:23 PM	25 Aug, 2025 04:11:04 PM	25 Aug, 2025 01:30:20 PM	0:08:22	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680061160435			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 04:21:30 PM	25 Aug, 2025 04:23:43 PM	22 Aug, 2025 10:01:57 PM	0:08:06	95	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680060843940			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 04:33:39 PM	25 Aug, 2025 04:45:24 PM	21 Aug, 2025 12:07:11 PM	0:04:26	90	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061282053	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061282053			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 04:44:49 PM	25 Aug, 2025 04:56:23 PM	25 Aug, 2025 03:46:13 PM	0:12:05	85	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061295306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 05:11:04 PM	25 Aug, 2025 05:15:42 PM	25 Aug, 2025 03:42:47 PM	0:09:56	90	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061129763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 05:28:49 PM	25 Aug, 2025 05:34:17 PM	22 Aug, 2025 07:39:52 PM	0:10:09	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External

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
680061080680	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061080680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 05:26:04 PM	25 Aug, 2025 05:45:49 PM	22 Aug, 2025 04:26:06 PM	0:24:49	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061332058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 05:54:20 PM	25 Aug, 2025 05:55:34 PM	25 Aug, 2025 05:24:47 PM	0:10:09	100	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061282614	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680061282614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 05:49:41 PM	25 Aug, 2025 05:59:47 PM	25 Aug, 2025 03:06:43 PM	0:10:17	95	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680060868360			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 05:55:46 PM	25 Aug, 2025 06:08:38 PM	21 Aug, 2025 01:58:40 PM	0:12:10	90	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External
680061152283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 06:00:17 PM	25 Aug, 2025 06:08:45 PM	22 Aug, 2025 09:09:14 PM	0:06:30	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061267552	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061267552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 06:07:29 PM	25 Aug, 2025 06:19:31 PM	25 Aug, 2025 02:25:52 PM	0:07:17	70	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061331684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 06:24:32 PM	25 Aug, 2025 06:26:06 PM	25 Aug, 2025 05:27:38 PM	0:07:35	100	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061226705	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061226705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 06:19:10 PM	25 Aug, 2025 06:27:47 PM	25 Aug, 2025 12:12:07 PM	0:06:41	90	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061149592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 06:22:57 PM	25 Aug, 2025 06:30:43 PM	22 Aug, 2025 08:55:23 PM	0:06:12	100	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
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680061324097			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External

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
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680061324097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061324097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 06:31:34 PM	25 Aug, 2025 06:41:23 PM	25 Aug, 2025 05:02:27 PM	0:10:00	90	External
680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
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680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
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680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
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680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
680061255568		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 06:52:44 PM	25 Aug, 2025 06:56:11 PM	25 Aug, 2025 02:01:19 PM	0:13:15	95	External
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680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
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680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
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680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
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680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
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680061128887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 06:56:15 PM	25 Aug, 2025 07:05:41 PM	22 Aug, 2025 07:35:22 PM	0:12:31	80	External
680061324947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External

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
680061324947	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
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680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
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680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
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680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061324947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:05:36 PM	25 Aug, 2025 07:12:48 PM	25 Aug, 2025 05:05:13 PM	0:08:47	95	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061304950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:08:35 PM	25 Aug, 2025 07:15:00 PM	25 Aug, 2025 04:08:54 PM	0:08:45	90	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061226953	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226953			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:14:39 PM	25 Aug, 2025 07:22:26 PM	25 Aug, 2025 12:25:41 PM	0:07:33	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061226053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:07:23 PM	25 Aug, 2025 07:27:09 PM	25 Aug, 2025 12:10:59 PM	0:24:15	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061128776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Aug, 2025 07:28:14 PM	25 Aug, 2025 07:37:37 PM	22 Aug, 2025 07:52:58 PM	0:06:14	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External

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
680061233313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061233313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:32:16 PM	25 Aug, 2025 07:39:41 PM	25 Aug, 2025 01:00:57 PM	0:06:17	100	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061330430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:26:42 PM	25 Aug, 2025 07:40:13 PM	25 Aug, 2025 05:21:44 PM	0:15:23	95	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061320780	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061320780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:41:00 PM	25 Aug, 2025 07:51:15 PM	25 Aug, 2025 05:28:41 PM	0:12:52	70	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061332107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:52:19 PM	25 Aug, 2025 07:58:37 PM	25 Aug, 2025 05:27:53 PM	0:11:14	100	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061339016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 07:59:15 PM	25 Aug, 2025 08:06:11 PM	25 Aug, 2025 05:50:47 PM	0:09:22	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061040600	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061040600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 08:07:14 PM	25 Aug, 2025 08:15:15 PM	22 Aug, 2025 02:07:29 PM	0:10:36	95	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1		25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061295523			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 07:56:24 PM	25 Aug, 2025 08:19:52 PM	25 Aug, 2025 04:13:53 PM	0:18:42	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061291152	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061291152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 08:16:42 PM	25 Aug, 2025 08:21:28 PM	25 Aug, 2025 03:32:05 PM	0:10:18	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061079769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Aug, 2025 11:04:00 PM	25 Aug, 2025 11:07:20 PM	22 Aug, 2025 04:26:03 PM	0:10:08	100	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External

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
680061232294	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061232294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Aug, 2025 11:39:02 PM	25 Aug, 2025 11:42:08 PM	25 Aug, 2025 01:01:03 PM	0:08:39	95	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061349754			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		26 Aug, 2025 10:09:45 AM	26 Aug, 2025 10:25:39 AM	25 Aug, 2025 06:43:37 PM	0:10:43	100	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061339537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 10:32:10 AM	26 Aug, 2025 10:35:58 AM	25 Aug, 2025 05:52:11 PM	0:09:09	90	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061042055	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061042055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 10:37:05 AM	26 Aug, 2025 10:48:44 AM	22 Aug, 2025 02:08:17 PM	0:13:49	95	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061240557			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 10:46:35 AM	26 Aug, 2025 10:52:09 AM	25 Aug, 2025 01:33:25 PM	0:15:45	100	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
680061400948			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External

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
68006140094	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 10:49:11 AM	26 Aug, 2025 11:04:39 AM	25 Aug, 2025 08:58:29 PM	0:11:46	85	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006139418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 11:04:18 AM	26 Aug, 2025 11:13:33 AM	25 Aug, 2025 08:29:16 PM	0:09:55	90	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006133571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 11:10:27 AM	26 Aug, 2025 11:16:09 AM	25 Aug, 2025 05:34:42 PM	0:10:51	95	External
68006136233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
68006136233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
68006136233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
68006136233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
68006136233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External

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
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061362334	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 11:15:58 AM	26 Aug, 2025 11:38:52 AM	25 Aug, 2025 06:56:53 PM	0:16:47	100	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061325605	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 11:37:50 AM	26 Aug, 2025 11:47:31 AM	25 Aug, 2025 05:36:10 PM	0:10:02	85	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061263134	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061263134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 11:46:25 AM	26 Aug, 2025 11:56:38 AM	25 Aug, 2025 02:14:52 PM	0:10:56	100	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061319826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 12:01:58 PM	26 Aug, 2025 12:06:08 PM	25 Aug, 2025 04:48:14 PM	0:12:08	95	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061231953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 11:42:18 AM	26 Aug, 2025 12:13:37 PM	25 Aug, 2025 01:02:51 PM	0:14:22	85	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061312906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 12:29:42 PM	26 Aug, 2025 01:06:04 PM	25 Aug, 2025 05:07:34 PM	0:14:25	100	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061322003			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 12:47:29 PM	26 Aug, 2025 01:09:43 PM	25 Aug, 2025 04:56:54 PM	0:11:41	85	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061352359	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061352359			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 01:11:56 PM	26 Aug, 2025 01:25:31 PM	25 Aug, 2025 06:25:33 PM	0:12:25	95	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061392480			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 01:26:08 PM	26 Aug, 2025 01:38:14 PM	25 Aug, 2025 08:25:25 PM	0:10:24	100	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External

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
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061294811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 01:42:53 PM	26 Aug, 2025 01:46:58 PM	25 Aug, 2025 03:39:57 PM	0:09:15	90	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061396094			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 01:39:00 PM	26 Aug, 2025 01:53:15 PM	25 Aug, 2025 08:32:39 PM	0:08:01	70	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External

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
680061286370		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061286370		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		26 Aug, 2025 01:39:40 PM	26 Aug, 2025 01:53:22 PM	25 Aug, 2025 03:21:47 PM	0:12:22	95	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061453206		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		26 Aug, 2025 01:35:05 PM	26 Aug, 2025 01:54:16 PM	26 Aug, 2025 12:47:20 PM	0:14:13	85	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061409021		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		26 Aug, 2025 02:02:45 PM	26 Aug, 2025 02:10:14 PM	25 Aug, 2025 09:25:54 PM	0:09:57	95	External
680061403578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061403578	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061403578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 01:58:13 PM	26 Aug, 2025 02:25:30 PM	25 Aug, 2025 09:11:02 PM	0:18:22	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061232163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 02:31:27 PM	26 Aug, 2025 02:40:52 PM	25 Aug, 2025 01:01:59 PM	0:12:52	95	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061477093	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061477093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 02:47:43 PM	26 Aug, 2025 02:52:23 PM	26 Aug, 2025 02:09:46 PM	0:09:38	100	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	al	26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061474184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 02:29:02 PM	26 Aug, 2025 03:06:56 PM	26 Aug, 2025 02:07:59 PM	0:12:40	80	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061389413	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061389413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 03:10:10 PM	26 Aug, 2025 03:13:15 PM	25 Aug, 2025 08:14:35 PM	0:10:29	100	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061344760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 03:10:17 PM	26 Aug, 2025 03:26:22 PM	25 Aug, 2025 06:01:21 PM	0:09:58	95	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061381394			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 04:09:27 PM	26 Aug, 2025 04:11:06 PM	25 Aug, 2025 07:52:49 PM	0:14:46	85	External
680061519261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External

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
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061519261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 04:48:41 PM	26 Aug, 2025 05:12:10 PM	26 Aug, 2025 04:20:41 PM	0:09:30	100	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061310491	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:26:16 PM	26 Aug, 2025 05:29:44 PM	25 Aug, 2025 04:23:49 PM	0:15:11	95	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061484638	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061484638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:33:05 PM	26 Aug, 2025 05:36:34 PM	26 Aug, 2025 02:36:18 PM	0:14:38	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061471158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:34:15 PM	26 Aug, 2025 05:39:26 PM	26 Aug, 2025 02:18:46 PM	0:19:16	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
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680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061504328	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061504328			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:57:52 PM	26 Aug, 2025 05:59:14 PM	26 Aug, 2025 03:32:33 PM	0:13:04	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061524404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:48:19 PM	26 Aug, 2025 06:03:32 PM	26 Aug, 2025 04:35:34 PM	0:09:16	100	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061515253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 05:39:59 PM	26 Aug, 2025 06:04:15 PM	26 Aug, 2025 04:48:27 PM	0:12:14	85	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061514257	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061514257			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 06:10:34 PM	26 Aug, 2025 06:13:09 PM	26 Aug, 2025 04:43:46 PM	0:09:56	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061506658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 06:25:07 PM	26 Aug, 2025 06:27:49 PM	26 Aug, 2025 03:44:41 PM	0:09:16	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External

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
680061482933	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061482933			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 06:06:40 PM	26 Aug, 2025 06:28:12 PM	26 Aug, 2025 02:34:17 PM	0:13:15	100	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061547093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 07:05:53 PM	26 Aug, 2025 07:07:43 PM	26 Aug, 2025 05:50:58 PM	0:17:54	95	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External

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
680061476098	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061476098		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 07:24:13 PM	26 Aug, 2025 07:44:15 PM	26 Aug, 2025 02:10:09 PM	0:12:40	100	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
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680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061295343		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 07:43:20 PM	26 Aug, 2025 07:48:19 PM	25 Aug, 2025 03:41:32 PM	0:17:08	95	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061553091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 07:49:24 PM	26 Aug, 2025 07:50:42 PM	26 Aug, 2025 06:06:12 PM	0:12:25	100	External
680061536682		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061536682	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061536682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 07:45:37 PM	26 Aug, 2025 07:59:42 PM	26 Aug, 2025 05:14:23 PM	0:14:57	100	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
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680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061337230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:15:02 PM	26 Aug, 2025 08:16:18 PM	25 Aug, 2025 05:40:27 PM	0:12:16	85	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061589547	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061589547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:23:05 PM	26 Aug, 2025 08:25:07 PM	26 Aug, 2025 08:10:23 PM	0:05:00	90	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061489742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:28:59 PM	26 Aug, 2025 08:30:50 PM	26 Aug, 2025 02:54:27 PM	0:09:29	95	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061575258			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:32:01 PM	26 Aug, 2025 08:33:17 PM	26 Aug, 2025 07:23:43 PM	0:13:46	100	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061075283	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061075283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:12:09 PM	26 Aug, 2025 08:35:39 PM	22 Aug, 2025 04:07:12 PM	0:09:26	85	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061463784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:45:12 PM	26 Aug, 2025 08:47:58 PM	26 Aug, 2025 01:30:31 PM	0:13:11	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061504419	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061504419			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 08:58:58 PM	26 Aug, 2025 08:59:28 PM	26 Aug, 2025 03:32:27 PM	0:10:14	100	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061375572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 09:08:54 PM	26 Aug, 2025 09:23:59 PM	25 Aug, 2025 07:41:56 PM	0:13:17	85	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061230814	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061230814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 09:59:08 PM	26 Aug, 2025 10:01:11 PM	25 Aug, 2025 12:50:37 PM	0:18:55	95	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061340870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Aug, 2025 10:26:10 PM	26 Aug, 2025 10:27:14 PM	25 Aug, 2025 05:55:35 PM	0:11:09	100	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061225672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061225672	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 11:00:29 PM	26 Aug, 2025 11:04:15 PM	25 Aug, 2025 12:04:35 PM	0:10:04	95	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061265806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Aug, 2025 11:56:48 PM	26 Aug, 2025 11:58:58 PM	25 Aug, 2025 02:21:00 PM	0:11:23	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061470044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Aug, 2025 10:24:26 AM	27 Aug, 2025 10:35:22 AM	26 Aug, 2025 01:50:48 PM	0:08:13	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061581730	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061581730			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 10:36:39 AM	27 Aug, 2025 10:48:05 AM	26 Aug, 2025 07:42:58 PM	0:09:25	100	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061506628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 10:46:45 AM	27 Aug, 2025 10:54:15 AM	26 Aug, 2025 03:40:12 PM	0:09:03	90	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061489919	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061489919			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 11:10:21 AM	27 Aug, 2025 11:20:44 AM	26 Aug, 2025 02:48:40 PM	0:09:24	75	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061583005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 10:49:10 AM	27 Aug, 2025 11:22:31 AM	26 Aug, 2025 07:47:58 PM	0:17:50	95	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061302640	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061302640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 11:14:47 AM	27 Aug, 2025 11:31:42 AM	25 Aug, 2025 04:42:37 PM	0:11:39	85	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061598877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 11:35:47 AM	27 Aug, 2025 11:40:13 AM	26 Aug, 2025 08:44:07 PM	0:08:55	100	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061530599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 12:00:41 PM	27 Aug, 2025 12:06:29 PM	26 Aug, 2025 05:40:13 PM	0:11:07	90	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061592582	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061592582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 12:41:11 PM	27 Aug, 2025 12:41:58 PM	26 Aug, 2025 08:24:41 PM	0:08:51	100	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061455508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 12:22:36 PM	27 Aug, 2025 12:47:05 PM	26 Aug, 2025 12:59:23 PM	0:27:30	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
680061414909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68006141490	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006141490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Aug, 2025 01:00:54 PM	27 Aug, 2025 01:04:39 PM	25 Aug, 2025 09:56:02 PM	0:10:05	95	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006149417			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Aug, 2025 01:08:56 PM	27 Aug, 2025 01:23:20 PM	26 Aug, 2025 02:59:54 PM	0:10:05	90	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
68006150056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061500565	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
680061500565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
680061500565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 01:22:16 PM	27 Aug, 2025 01:25:20 PM	26 Aug, 2025 04:03:36 PM	0:13:48	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061526322			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 01:07:14 PM	27 Aug, 2025 01:30:31 PM	26 Aug, 2025 04:42:53 PM	0:26:23	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061581874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 01:23:37 PM	27 Aug, 2025 01:36:56 PM	26 Aug, 2025 07:45:34 PM	0:10:16	100	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External

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
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061022106		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 01:41:15 PM	27 Aug, 2025 01:42:29 PM	22 Aug, 2025 12:48:11 PM	0:06:35	90	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ing	27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
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680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061642271		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 01:38:18 PM	27 Aug, 2025 01:56:42 PM	27 Aug, 2025 12:38:47 PM	0:11:56	80	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
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680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
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680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External
680061613366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 01:43:06 PM	27 Aug, 2025 01:57:57 PM	26 Aug, 2025 09:40:22 PM	0:11:17	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
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680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
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680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061615119		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 02:13:07 PM	27 Aug, 2025 02:17:04 PM	26 Aug, 2025 09:48:52 PM	0:11:01	95	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
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680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
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680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
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680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061287745		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 02:11:18 PM	27 Aug, 2025 02:24:14 PM	25 Aug, 2025 03:20:49 PM	0:09:21	75	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061489845		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 02:17:36 PM	27 Aug, 2025 02:44:45 PM	26 Aug, 2025 02:53:03 PM	0:12:55	95	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061254832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 02:24:03 PM	27 Aug, 2025 02:47:39 PM	25 Aug, 2025 02:01:31 PM	0:14:03	80	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061355078	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061355078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 03:02:40 PM	27 Aug, 2025 03:20:07 PM	25 Aug, 2025 06:32:56 PM	0:11:31	95	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061654450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 02:49:59 PM	27 Aug, 2025 04:21:12 PM	27 Aug, 2025 01:31:16 PM	0:08:28	100	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061532029	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061532029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 Aug, 2025 02:49:19 PM	27 Aug, 2025 04:31:16 PM	26 Aug, 2025 05:03:21 PM	0:13:18	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061692260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 Aug, 2025 04:45:18 PM	27 Aug, 2025 04:50:29 PM	27 Aug, 2025 03:42:08 PM	0:23:31	95	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061698512	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061698512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 04:41:11 PM	27 Aug, 2025 05:02:49 PM	27 Aug, 2025 03:59:27 PM	0:21:51	100	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061459344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:05:07 PM	27 Aug, 2025 05:07:49 PM	26 Aug, 2025 01:17:05 PM	0:20:33	95	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
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680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
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680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
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680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061654006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 04:56:03 PM	27 Aug, 2025 05:09:26 PM	27 Aug, 2025 01:29:54 PM	0:09:02	90	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061613351	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061613351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:19:14 PM	27 Aug, 2025 05:32:40 PM	26 Aug, 2025 09:46:41 PM	0:09:08	95	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710236			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 05:28:39 PM	27 Aug, 2025 05:36:01 PM	27 Aug, 2025 05:01:55 PM	0:07:33	100	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061710959			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 05:37:16 PM	27 Aug, 2025 05:44:52 PM	27 Aug, 2025 05:07:05 PM	0:07:42	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061573187	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
680061573187			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:38:43 PM	27 Aug, 2025 05:52:46 PM	26 Aug, 2025 07:14:47 PM	0:10:27	90	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678997467773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:47:24 PM	27 Aug, 2025 05:54:02 PM	11 Aug, 2025 09:11:54 PM	0:04:08	95	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External

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
678998399412	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
678998399412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:54:19 PM	27 Aug, 2025 05:59:54 PM	18 Aug, 2025 06:53:47 PM	0:04:09	70	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 05:53:17 PM	27 Aug, 2025 06:00:56 PM	27 Aug, 2025 04:18:48 PM	0:07:29	95	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061658375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:04:38 PM	27 Aug, 2025 06:02:31 PM	27 Aug, 2025 01:47:08 PM	0:16:06	100	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061657914	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061657914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 05:58:01 PM	27 Aug, 2025 06:07:38 PM	27 Aug, 2025 01:47:25 PM	0:12:46	90	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061677220			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 05:48:45 PM	27 Aug, 2025 06:07:45 PM	27 Aug, 2025 03:23:06 PM	0:07:53	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061666983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 06:03:31 PM	27 Aug, 2025 06:12:08 PM	27 Aug, 2025 02:40:14 PM	0:08:29	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External
680061728799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 06:12:48 PM	27 Aug, 2025 06:21:00 PM	27 Aug, 2025 06:00:35 PM	0:06:12	100	External

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
680061673697	[redacted]		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061673697			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 06:24:02 PM	27 Aug, 2025 06:28:01 PM	27 Aug, 2025 03:08:27 PM	0:04:38	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061225712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 06:25:48 PM	27 Aug, 2025 06:30:11 PM	25 Aug, 2025 12:09:07 PM	0:10:46	100	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
680061698164			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 06:29:59 PM	27 Aug, 2025 06:31:50 PM	27 Aug, 2025 04:18:48 PM	0:07:29	90	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External

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
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
678997968920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 06:33:48 PM	27 Aug, 2025 06:36:23 PM	14 Aug, 2025 05:52:06 PM	0:04:01	95	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
680061472489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 06:29:19 PM	27 Aug, 2025 06:36:38 PM	26 Aug, 2025 01:56:34 PM	0:20:26	90	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998145525	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
678998145525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 06:36:43 PM	27 Aug, 2025 06:46:50 PM	15 Aug, 2025 05:54:56 PM	0:04:18	95	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
680061736983			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 06:34:43 PM	27 Aug, 2025 06:55:34 PM	27 Aug, 2025 06:22:00 PM	0:05:52	90	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996953831			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:07:51 PM	27 Aug, 2025 07:09:59 PM	07 Aug, 2025 03:29:23 PM	0:04:30	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996914154	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
678996914154			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:12:40 PM	27 Aug, 2025 07:14:03 PM	07 Aug, 2025 01:12:07 PM	0:04:31	100	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061274318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 06:59:09 PM	27 Aug, 2025 07:17:59 PM	25 Aug, 2025 02:49:14 PM	0:11:37	60	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061574668	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061574668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:17:54 PM	27 Aug, 2025 07:26:45 PM	26 Aug, 2025 07:23:12 PM	0:05:07	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061743009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:18:45 PM	27 Aug, 2025 07:28:28 PM	27 Aug, 2025 06:34:55 PM	0:11:42	100	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External
680061299101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:28:02 PM	27 Aug, 2025 07:29:30 PM	25 Aug, 2025 03:51:23 PM	0:05:13	95	External

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061240086	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061240086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:33:38 PM	27 Aug, 2025 07:38:22 PM	25 Aug, 2025 01:33:37 PM	0:04:18	70	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
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680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
680061648766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:36:46 PM	27 Aug, 2025 07:44:44 PM	27 Aug, 2025 01:08:57 PM	0:12:01	100	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997129212	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
678997129212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:38:41 PM	27 Aug, 2025 07:44:46 PM	08 Aug, 2025 03:38:55 PM	0:04:30	95	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680060637770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 07:46:33 PM	27 Aug, 2025 07:51:16 PM	19 Aug, 2025 09:40:11 PM	0:04:14	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061727484			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Aug, 2025 07:53:03 PM	27 Aug, 2025 07:59:09 PM	27 Aug, 2025 05:54:32 PM	0:05:06	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External

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
680061757886	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061757886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Aug, 2025 08:17:31 PM	27 Aug, 2025 08:24:01 PM	27 Aug, 2025 07:24:53 PM	0:09:46	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061766518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Aug, 2025 08:28:00 PM	27 Aug, 2025 08:32:36 PM	27 Aug, 2025 07:55:32 PM	0:10:56	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061712881	[redacted]		CTE_Credit_Payment_Spa	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061712881			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 08:34:27 PM	27 Aug, 2025 08:38:42 PM	27 Aug, 2025 05:44:42 PM	0:11:09	100	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061548217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 08:25:49 PM	27 Aug, 2025 08:47:11 PM	26 Aug, 2025 05:48:39 PM	0:14:28	90	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External
680061605368			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 08:49:17 PM	27 Aug, 2025 08:50:00 PM	26 Aug, 2025 09:09:56 PM	0:10:41	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061771770	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
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680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061771770			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 08:45:58 PM	27 Aug, 2025 08:51:15 PM	27 Aug, 2025 08:15:48 PM	0:08:50	95	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061447530			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 08:58:41 PM	27 Aug, 2025 09:00:02 PM	26 Aug, 2025 12:25:23 PM	0:09:04	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External

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
680061483297	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061483297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 09:03:44 PM	27 Aug, 2025 09:05:02 PM	26 Aug, 2025 02:31:46 PM	0:09:53	100	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061253360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 10:52:08 PM	27 Aug, 2025 10:57:58 PM	25 Aug, 2025 01:59:48 PM	0:14:36	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
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680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061468052	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061468052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Aug, 2025 11:52:47 PM	27 Aug, 2025 11:55:14 PM	26 Aug, 2025 01:45:07 PM	0:13:50	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061307256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:19:08 AM	28 Aug, 2025 12:20:33 AM	25 Aug, 2025 04:16:22 PM	0:13:33	95	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061357227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:35:16 AM	28 Aug, 2025 12:35:56 AM	25 Aug, 2025 06:38:49 PM	0:10:44	100	External
680061669167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External

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
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061669167		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:50:10 AM	28 Aug, 2025 12:53:59 AM	27 Aug, 2025 02:20:08 PM	0:07:46	85	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061494946		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:59:58 AM	28 Aug, 2025 01:03:10 AM	26 Aug, 2025 03:03:40 PM	0:14:06	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061563578	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061563578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:23:18 AM	28 Aug, 2025 01:25:16 AM	26 Aug, 2025 06:46:31 PM	0:16:36	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061540249			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:27:17 AM	28 Aug, 2025 01:28:25 AM	26 Aug, 2025 05:25:45 PM	0:13:16	95	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External
680061729816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:59:40 AM	28 Aug, 2025 02:00:46 AM	27 Aug, 2025 05:48:05 PM	0:15:23	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061764262	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061764262			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 02:54:05 AM	28 Aug, 2025 02:54:47 AM	27 Aug, 2025 07:49:37 PM	0:17:59	100	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061786431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 02:58:11 AM	28 Aug, 2025 03:00:16 AM	27 Aug, 2025 09:04:45 PM	0:14:52	95	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External

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
680061734627	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061734627			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Aug, 2025 10:43:19 AM	28 Aug, 2025 10:57:53 AM	27 Aug, 2025 06:05:34 PM	0:08:41	85	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061682218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Aug, 2025 11:23:52 AM	28 Aug, 2025 11:36:02 AM	27 Aug, 2025 03:02:30 PM	0:12:11	95	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External

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
680061675019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061675019		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Aug, 2025 11:21:19 AM	28 Aug, 2025 11:46:11 AM	27 Aug, 2025 02:39:21 PM	0:13:08	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6			28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061752674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Aug, 2025 11:37:10 AM	28 Aug, 2025 11:52:59 AM	27 Aug, 2025 07:08:14 PM	0:13:23	85	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061634711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Aug, 2025 12:12:42 PM	28 Aug, 2025 12:20:10 PM	27 Aug, 2025 12:13:51 PM	0:14:28	95	External
680061661347		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061661347	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061661347			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:16:57 PM	28 Aug, 2025 12:32:23 PM	27 Aug, 2025 01:53:29 PM	0:12:40	100	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061461897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 11:57:31 AM	28 Aug, 2025 12:34:55 PM	26 Aug, 2025 01:30:17 PM	0:19:10	90	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External

Master Contac	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
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061732877	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:53:48 PM	28 Aug, 2025 12:54:16 PM	27 Aug, 2025 05:59:37 PM	0:17:00	100	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061583685	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:39:27 PM	28 Aug, 2025 12:59:27 PM	26 Aug, 2025 07:51:28 PM	0:10:29	95	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061680421	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061680421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:03:50 PM	28 Aug, 2025 01:13:00 PM	27 Aug, 2025 03:01:55 PM	0:12:01	100	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
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680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061745561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:41:02 PM	28 Aug, 2025 01:16:55 PM	27 Aug, 2025 06:47:52 PM	0:14:16	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
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680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
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680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
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680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061780187			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:26:48 PM	28 Aug, 2025 01:32:48 PM	27 Aug, 2025 08:41:46 PM	0:13:10	95	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External

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
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061767051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 12:33:11 PM	28 Aug, 2025 01:33:11 PM	27 Aug, 2025 07:57:03 PM	0:11:29	75	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061815030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:32:45 PM	28 Aug, 2025 01:33:53 PM	28 Aug, 2025 12:07:17 PM	0:13:38	100	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External

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
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061667763	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:20:27 PM	28 Aug, 2025 01:47:55 PM	27 Aug, 2025 02:22:53 PM	0:14:15	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061100342	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:52:12 PM	28 Aug, 2025 01:53:47 PM	22 Aug, 2025 05:44:00 PM	0:08:28	90	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
680061824044	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External

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
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618240 44		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:44:41 PM	28 Aug, 2025 02:05:31 PM	28 Aug, 2025 12:52:27 PM	0:10:58	100	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted] is in	28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618336 53		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 01:59:05 PM	28 Aug, 2025 02:26:50 PM	28 Aug, 2025 01:30:58 PM	0:18:13	85	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
6800618379 21		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061837921	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
680061837921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
680061837921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
680061837921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Aug, 2025 02:29:48 PM	28 Aug, 2025 02:45:40 PM	28 Aug, 2025 01:49:16 PM	0:11:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061776371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Aug, 2025 02:36:17 PM	28 Aug, 2025 03:00:11 PM	27 Aug, 2025 08:29:27 PM	0:15:08	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061852015			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Aug, 2025 02:56:38 PM	28 Aug, 2025 03:00:23 PM	28 Aug, 2025 02:32:52 PM	0:09:29	100	External
680061644754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	r	28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061644754		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 03:19:28 PM	28 Aug, 2025 03:24:09 PM	27 Aug, 2025 12:52:32 PM	0:12:18	95	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061817276		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 03:19:24 PM	28 Aug, 2025 03:35:10 PM	28 Aug, 2025 12:19:03 PM	0:09:01	100	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External
680061773357		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		28 Aug, 2025 03:37:37 PM	28 Aug, 2025 03:43:28 PM	27 Aug, 2025 08:40:45 PM	0:05:20	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996626897	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
678996626897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:02:00 PM	28 Aug, 2025 04:06:04 PM	05 Aug, 2025 05:31:48 PM	0:04:29	65	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
680061784984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:02:03 PM	28 Aug, 2025 04:07:42 PM	27 Aug, 2025 09:32:46 PM	0:16:45	95	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External

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
678998177519	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
678998177519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:06:20 PM	28 Aug, 2025 04:11:54 PM	15 Aug, 2025 07:48:00 PM	0:04:31	75	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061827429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 03:32:41 PM	28 Aug, 2025 04:16:33 PM	28 Aug, 2025 01:17:55 PM	0:26:27	100	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061524155		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:18:31 PM	28 Aug, 2025 04:20:21 PM	26 Aug, 2025 04:34:04 PM	0:21:33	75	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061860272		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:09:03 PM	28 Aug, 2025 04:23:06 PM	28 Aug, 2025 02:58:55 PM	0:10:02	100	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
680061852850		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6800618528850	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
6800618528850			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
6800618528850			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:13:33 PM	28 Aug, 2025 04:24:31 PM	28 Aug, 2025 03:11:00 PM	0:08:48	85	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6800618418859			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 02:58:41 PM	28 Aug, 2025 04:27:24 PM	28 Aug, 2025 02:04:01 PM	0:15:02	90	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6779305414044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:24:14 PM	28 Aug, 2025 04:32:05 PM	05 Aug, 2025 01:11:20 PM	0:04:32	95	External
6800613813774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
6800613813774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
6800613813774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
6800613813774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061381377	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061381377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:50:49 PM	28 Aug, 2025 04:53:45 PM	25 Aug, 2025 07:54:03 PM	0:22:00	90	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061523250			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		28 Aug, 2025 04:45:13 PM	28 Aug, 2025 04:54:55 PM	26 Aug, 2025 05:08:35 PM	0:05:12	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External

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
680061836766	[redacted]		CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061836766			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:42:37 PM	28 Aug, 2025 05:08:23 PM	28 Aug, 2025 01:45:33 PM	0:13:25	100	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061820801			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 05:02:10 PM	28 Aug, 2025 05:09:55 PM	28 Aug, 2025 12:39:41 PM	0:08:07	90	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061776255		_M	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 04:17:43 PM	28 Aug, 2025 05:39:05 PM	27 Aug, 2025 08:26:51 PM	0:07:23	95	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External

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
680061837447	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061837447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 05:21:28 PM	28 Aug, 2025 05:54:50 PM	28 Aug, 2025 01:47:59 PM	0:22:31	100	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061841243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 06:10:15 PM	28 Aug, 2025 06:29:41 PM	28 Aug, 2025 01:59:08 PM	0:14:51	95	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061670010	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061670010			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 07:23:56 PM	28 Aug, 2025 08:03:12 PM	27 Aug, 2025 02:23:11 PM	0:21:34	90	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
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680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061969400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Aug, 2025 09:59:40 PM	28 Aug, 2025 10:05:05 PM	28 Aug, 2025 09:16:14 PM	0:11:42	100	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061957422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 10:18:15 AM	29 Aug, 2025 10:21:12 AM	28 Aug, 2025 08:32:07 PM	0:11:39	95	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External

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
680061962575	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061962575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 10:44:12 AM	29 Aug, 2025 10:56:41 AM	28 Aug, 2025 08:55:41 PM	0:10:09	85	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061846280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 11:17:16 AM	29 Aug, 2025 11:25:01 AM	28 Aug, 2025 02:12:32 PM	0:12:35	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061939142	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061939142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 11:40:24 AM	29 Aug, 2025 11:47:53 AM	28 Aug, 2025 07:28:37 PM	0:10:25	90	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
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680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061931366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 12:46:27 PM	29 Aug, 2025 01:02:41 PM	28 Aug, 2025 07:29:25 PM	0:12:07	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061816571	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061816571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 12:54:21 PM	29 Aug, 2025 01:03:39 PM	28 Aug, 2025 12:12:06 PM	0:06:51	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061848593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 12:48:07 PM	29 Aug, 2025 01:05:28 PM	28 Aug, 2025 02:23:36 PM	0:11:20	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External

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
680061927524	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061927524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 01:15:43 PM	29 Aug, 2025 01:38:39 PM	28 Aug, 2025 06:48:19 PM	0:13:44	100	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
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680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
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680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680061344191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 01:32:18 PM	29 Aug, 2025 01:41:36 PM	25 Aug, 2025 06:04:56 PM	0:16:31	80	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680062023652			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 02:42:29 PM	29 Aug, 2025 02:47:24 PM	29 Aug, 2025 01:49:43 PM	0:10:07	100	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External
680061959404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 02:32:49 PM	29 Aug, 2025 03:16:44 PM	28 Aug, 2025 08:39:43 PM	0:12:48	95	External